

1 STATE OF TENNESSEE
2 TENNESSEE EMERGENCY COMMUNICATIONS BOARD
3 DEPARTMENT OF COMMERCE AND INSURANCE
4
5
6
7

8
9 BOARD MEETING

10 April 20, 2006

11 Transcript of the Proceedings
12
13
14
15
16
17
18
19
20
21

22 Cannon & Stacy
23 Court Reporters
24 Denise Harwood-Stacy
25 117 Arrowhead Drive
Hendersonville, Tennessee 37075
(615)822-9382

1 BOARD MEMBERS PRESENT

2 Mr. Randy Porter, Chair
Mr. Tom Beehan, Member
3 Mr. Charles Bilbrey, Member
Mr. Ike Lowery, Member
4 Mr. Freddie Rich, Member
Ms. Katrina Cobb, Member
5 Mr. Johnny Vickers, Member

6
BOARD MEMBERS NOT PRESENT

7
Ms. Wandy Moody, Vice Chair
8 Mr. Mike Taylor, Member

9
STAFF MEMBERS PRESENT

10 Ms. Lynn Questell, Esquire
11 Executive Director

12 Mr. J. Don Johnson
Auditor

13 Mr. Duple Travillion
14 Government External Affairs

15 Ms. Sandra Telford
Account Technician

16 Mr. Rex Holloway
17 Director of Technical Services

18 Ms. Carolyn E. Reed
Attorney

19

20

21

22

23

24

25

1	TABLE OF CONTENTS	
2		Pages
3	Report of the Executive Director	5 - 17
4	Vote on amendment to the procedure of rate increase extensions	17 - 18
5		
6	Consider authorizing Kimball & Associates to conduct a feasibility study on implementing an IP network	18 - 40
7		
8	Consider amending the generator/UPS/recorder reimbursement	40 - 44
9	Consider supporting legislation that would increase the penalty for making 911 calls for a purpose other than reporting an emergency	45 - 47
10		
11	Consider adopting a policy requiring ECD boards of directors to meet at least quarterly and elect officers biannually	47 - 50
12		
13	Consider adopting a policy requiring ECDs to adopt a written plan for rerouting 911 calls in case of outages and equipment failures	50 - 51
14		
15	Consider a proposal for digital street centerline	

	maintenance by Dennis Pedersen of the Office for	
16	Information Resources/Division of GIS Services	52 - 61
17	Consider the proposed amendment to cost-recovery plan by Sprint/Nextel	61 - 62
18	Consider report by Hamilton County ECD regarding	
19	call-taking/dispatching	62 - 79
20	Consider request by Roane County ECD for funding of backup PSAP	79 - 95
21	Consider report on outage by Bledsoe County ECD	85 - 91
22	Consider results of and response to investigation	
23	of Hawkins County ECD	91 - 105
24	Consider request for extension of time to complete GIS mapping system by Henderson, Lake, Marion, and	
25	Marshall County ECDs, and Oak Ridge ECD	105 - 110

1	TABLE OF CONTENTS (Continued)	
2		Pages
3		
4	Consider status of Polk County ECD as a financially distressed district	110 - 125
5		
6	Consider status of Hancock County ECD as a financially distressed district	125 - 139
7	Consider rate increase by Bedford County ECD	139 - 165
8	Statement by BellSouth representative	165 - 167
9	Discussion on future meeting dates	167 - 168
10	Motion to adjourn	168
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		

1 CHAIR PORTER: Okay. We'll call the
2 meeting to order of the April 20th Emergency Communications
3 Board. I'd like to welcome each one of you here this morning.
4 I know a lot of us had a tough time -- especially coming in
5 from the east and the west -- getting here. We actually have
6 one of our board members that is on his way and caught in
7 traffic, but we'll go ahead and get started. We have a
8 quorum.

9 Let the record show that absent is
10 Ms. Wanda Moody and Mr. Mike Taylor. And Mr. Beehan is on his
11 way.

12 For everyone's knowledge, in case you
13 don't know, Mr. Mike was -- has been diagnosed with intestinal
14 cancer -- colon cancer, and I think he's undergoing treatment.
15 And I'd like to ask all of you-all to remember him in your
16 prayers. That's a tough thing. But he's very upbeat that
17 everything is going to work out. So just remember him in your
18 prayers.

19 We'll get started. I will say we have
20 a large agenda today, I guess would be the best way to put it.
21 Probably one of the longest ones that we've had in a while.
22 I'll do my very best to move us as fast as we can through it.
23 And if I get to moving too fast and I need to slow down,
24 somebody throw something at me and we'll slow down.
25 Hopefully, we'll get all our business taken care of and get

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 everybody out of here at a decent time today.

2 The first item on the agenda is the
3 report of our Executive Director, Lynn. I was going to say
4 before I turn it over to Lynn, we have a new member of our
5 staff today. Ms. Carolyn Reed is our new board attorney.
6 We're just tickled to have her on board. And Lynn has been
7 trying, for awhile, to fill both positions and be our attorney
8 and be our director. And she's done a great job. But we're
9 hoping that with Carolyn -- that should take a lot of the
10 workload off of Lynn.

11 She has a nice smiling face and a
12 great attitude and personality. So if you get a chance, why,
13 come around and meet her during the breaks. She would love
14 to meet you-all. And if you have questions, and so forth,
15 legal-wise, you should go to her.

16 Okay. Lynn, ready to go?

17 MS. QUESTELL: Yes. Thank you,
18 Mr. Chairman.

19 I'd like to start with a report of the
20 status of wireless carriers and VoIP deployment. Cingular has
21 reported that its entire statewide system is now merged
22 with -- is now merged, except for -- with AT&T, except for the
23 Memphis market, which is slated for July. Cleartalk has
24 reported that as of March 29th, it was providing Phase 2
25 service in its entire coverage area in Tennessee.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 Vonage is implementing VoIP 911 at a
2 rapid rate. Approximately 25 counties have been successfully
3 tested to receive the i2 VoIP calls. Phase i2 is essentially
4 equivalent to Wireless Phase 2 in regard to call routing and
5 address information. The Staff has had communications with
6 Charter Communications, Intrado, TCS, Level 3, and Compass.
7 And a total of 40 districts have requested that the Board help
8 them with their VoIP implementation.

9 The next item is the status of the
10 Dispatcher Training Regulations. As you-all know, the
11 Dispatcher Training Regulations became effective on
12 January 30th, 2006, and the Board had previously authorized
13 Staff to take steps to amend the Dispatcher Training
14 Regulations to include an official approval process for the
15 courses of study. And now that Carolyn is on board, we will
16 begin that process in the near future.

17 But in the meantime, to avoid any
18 uncertainty about the courses dispatchers and call-takers
19 might consider taking, if districts or programs -- or
20 anybody wants to, they may send Staff the curricula of the
21 course of study that you're intending to take or you're
22 intending to offer, and Staff will conduct a review and
23 compare that with the regulations. And if your curriculum
24 meets or exceeds the requirements in the regulations, we'll be
25 happy to issue a letter stating that. And that way, no one

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 will worry about whether their money is being well spent or
2 their time is being well spent on a particular course of
3 study.

4 The next item is misroutes. Since the
5 last meeting we've had 11 misroute reports. Of those, five
6 were situations where the misroute was to the adjoining
7 county. And there's not much that can be done about that
8 right now because of the limited number of cell towers in the
9 rural counties. But the other six -- which were reported by
10 Henry, Sequatchie, and Hardeman Counties -- were routing
11 errors that were caused by incorrect programming of the pANI
12 in the towers. And Cingular, Sprint, and Verizon were
13 notified to correct the problems.

14 And, Rex, we believe those are
15 corrected now, right?

16 MR. HOLLAWAY: Right.

17 MS. QUESTELL: So thank you-all very
18 much for keeping us up to date on that. We want to pursue
19 these and make sure that the towers are all routed correctly.

20 I wanted to speak on the status of the
21 GIS mapping system acquisition. As of April 18th, all but a
22 handful of districts have deployed their GIS mapping systems.
23 As you'll remember, at the last meeting the Board gave
24 Lauderdale and Haywood County districts until July 1 to
25 complete their deployment without having any financial

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 consequences. A number of districts had also asked for an
2 extension to March 31st. And they were told, subsequently,
3 that if they completed their deployment by April 18, that they
4 wouldn't have to appear. And all of that group has completed
5 their deployment except for Oak Ridge. And Oak Ridge will be
6 here to request an extension later on in the meeting.

7 I wanted to also report that Staff
8 completed a series of three seminars across the state this
9 spring. They were given in Nashville, Martin, and Knoxville.
10 And Staff provided information on interlocal agreements,
11 recommended administrative and financial practices, technical
12 matters, and the Tennessee Base Map Centerline Project. We
13 had 128 attendees from 65 districts at the seminars. I'm very
14 proud of that.

15 I next want to report on the Funding
16 Committee. If you'll remember, TACIR had requested that the
17 Board form a Funding Committee to -- well, I will read --
18 since that time they've issued their formal report, and it's
19 just slightly different from what I reported at the last one,
20 so I'd like to read that to you.

21 What the TACIR report says is, "The
22 TECB -- that's us -- with the input from an Advisory Committee
23 from ECDs local governments and other 911 technical experts,
24 should provide direction and data on what 911 fees are
25 expected to cover and provide a more specific funding method,

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 if needed, and any legislative changes required. The Advisory
2 Committee will include a representative of the TACIR,
3 appointed by the Chair of the TACIR. The Advisory Committee
4 will report its findings to the TACIR no later than June
5 2006."

6 The Funding Committee has met twice
7 since it was formed, after the January meeting. And it has
8 focused on gathering evidence on how 911 funding is received
9 and spent and analyzing the amount of funding contributed by
10 the counties and municipalities and has been considering
11 methods to better monitor remittances. To its credit, the
12 Funding Committee has determined that it could not consider
13 sufficient evidence to make an informed recommendation on
14 funding at the June TACIR meeting. So the Funding Committee
15 has agreed that at that meeting we'll simply tell TACIR that
16 it will continue its work.

17 And the next Funding Committee meeting
18 is scheduled for May 23rd. And Staff will be sending out a
19 short questionnaire to the districts to obtain information
20 that has been requested by this committee, and we would very
21 much appreciate the districts responding to this
22 questionnaire. We'll probably do it, mainly, by e-mail.
23 We'll make it as short and painless as possible.

24 The next TACIR meeting is scheduled
25 for June 20th and 21st.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 TACIR also recommended that the Board
2 form an Operations Committee. The Operations Committee has
3 also met twice, since it was formed at the January meeting.
4 And we've had great participation from its members. And it
5 has provided input to the Funding Committee on important
6 equipment issues and functional -- PSAP function issues. And
7 future emphasis will be on Next Generation 911; backup
8 planning; standards for operations, equipment, and staffing;
9 and any other items that the Board might recommend that it
10 consider.

11 The next thing I want to talk about
12 is the amendment for procedures for requesting rate increase
13 extensions for the rates that are going to expire on
14 June 30th, 2006. If you-all remember, the TACIR study was
15 supposed to conclude, by law, at the end of the 2006 fiscal
16 year. And because of that, the Board terminated a good number
17 of the rate increase requests that it had on June 30th, 2006.
18 There's about 25 of them.

19 And during previous meetings, the
20 Board had approved an abbreviated process for considering
21 extending those rate increases. And as part of this
22 process, the Board allowed districts with rates to expire on
23 June 30, 2006, to obtain an extension until June 30th, 2007,
24 by filing a shortened application for a rate increase
25 extension by June 30th, 2006.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 Staff had developed a shorter rate
2 increase extension application, which was supposed to be put
3 on our website, but apparently there were some issues with the
4 web-masters on crowding our website or something, and it did
5 not get put on. So we are trying to make lemonade out of
6 lemons there, and we have tried to shorten that form even more
7 and make this an even more abbreviated process.

8 So as part of that streamlining
9 effort, we would ask the Board to help us shorten it even
10 more. I've gone back and I've taken a good, hard look at
11 these extensions. There's actually 25 districts whose rates
12 expire on June 30, 2006. Of that 25, ten of the rate
13 increases were just granted in 2005. So most of them have not
14 even had a whole year of operation with their increased rate.

15 So this is our proposal: Instead of
16 requiring the districts whose rates expire on June 30, 2006,
17 to prepare another five-year plan, Staff asks that the
18 requirement be reduced to a three-year plan.

19 And for the ten districts that
20 received their rate increases in 2005, we think they should
21 not be required to prepare another plan, so long as they can
22 certify that they are operating within their original
23 five-year plan that they presented as part of their original
24 rate increase request. But if they're not operating within
25 that plan, then they would update it with just a three-year

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 plan.

2 As to the other districts, the other
3 15 of them, Staff recommends that so long as the districts are
4 operating within their five-year plan, and the Board agrees to
5 not extend any of those rate increases beyond the last of
6 their five-year plan, then there would be no need to
7 prepare -- okay -- then there's no need to prepare the
8 three-year plan with the rate increase extension application.
9 But if the districts want an extension beyond the life of
10 their last year of their five-year plan that they sent in with
11 the original application, or they're not operating within that
12 five-year plan, then they would simply have to submit a
13 three-year plan.

14 And I'm going to put this all in
15 writing, if the Board approves it. The goal is to make the
16 application easier. This would be in the summary. And I'm
17 going to name the names of the districts that will be affected
18 by this. We will send you the shortened application form, if
19 the Board approves it, and we'll have it on the website just
20 as soon as possible: hopefully, before Monday.

21 But the districts whose rate increases
22 terminate on June 30th are: White, Bradley, Montgomery,
23 Jefferson, Oak Ridge, Gibson, Warren, Maury, Lawrence,
24 Cheatham, Bledsoe, Tipton, Houston, Hamblen, Blount, Hamilton,
25 Unicol, Marshall, Sullivan, Grainger, Robertson, Stewart,

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 Giles, Meigs, and Sequatchie.

2 So, as I said before, you get an
3 automatic extension for a year, until June 30, 2007. They
4 need to file this shortened application by June 30, 2006. And
5 as I said, the application will be on our website, but we will
6 also e-mail you this form in Word form so that you can just
7 type it on your computer. Surely, that won't be too bad for
8 you-all.

9 This one-time extension is granted, as
10 the Board determined previously, with the understanding that
11 sometime during the 2006/2007 fiscal year, the Board will
12 examine the districts' applications and decide whether to
13 terminate the increases or extend them for a period of one to
14 three years. So on June 30th, after we get the application,
15 Staff will review them and consult with the districts.
16 There may be site visits.

17 And starting on the first meeting
18 after June 30th, 2006, the Board will start looking at these
19 requests for extension of rates. And we'll do between four
20 and six districts at every meeting, so that most, if not all,
21 of the extensions will be considered by June 30th, 2007. That
22 was a mouthful.

23 I want to report to you on the status
24 of our proposed legislation this year. This year we supported
25 two bills. One was to give the Board the authority to assist

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 districts with deployment of VoIP and other emerging
2 technology without you-all having to request our assistance.
3 The other one was to treat VoIP the same as wireless in terms
4 of the emergency telephone service charge.

5 I'm happy to tell you that the
6 deployment bill passed the Senate yesterday. And the VoIP
7 service charge bill passed the House, State, and Local
8 Committee, and it will be moved to the Finance Committee. And
9 it will also be considered by the Senate Finance Committee.

10 And I want to credit the smooth
11 sailing of our legislation to the very, very hard work of
12 Duple Travillion. He has worked tirelessly and really
13 incredibly long hours to promote 911 interests on the Hill.
14 And at some point during this meeting, he may have to go back
15 up to the Hill to make sure that our bills are shepherded
16 through. So thank you, Duple.

17 I next want to report on TERT. TENA
18 has been making progress on this program, and at the last
19 meeting it reported that it is currently polling PSAPs for
20 their level of participation.

21 The Governor's Broadband Task Force --
22 which was created by law last year -- their first meeting is
23 scheduled for this afternoon at 1:00. And Rex has been
24 appointed as a member, and he will be attending.

25 The status of the funding for the

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 Federal Enhanced 911 Act, to the best of our knowledge,
2 there's no change from the last time. It's kind of sitting in
3 a Budget Reconciliation process.

4 And we don't have any progress report
5 on the Federal VoIP legislation, either.

6 Randy already mentioned it, but I did
7 want to say that we did hire general counsel on February 15th.
8 Carolyn Reed came on board. She's doing a great job, and
9 please don't hesitate to contact her if you've got questions
10 of a legal nature.

11 I also wanted to report that the
12 director of E911 technical services has, by some miracle,
13 received a vehicle from the State. We got it on April 1st.
14 It's a 2001 Ford Expedition. It has about 108,000 miles on
15 it, but it's in good condition. And it will give us an
16 opportunity to see -- to determine whether it's important for
17 our mission in the next few months.

18 I did also want to report that at the
19 last meeting the Board had approved the reclassification of
20 Duple's position. And we have succeeded in doing that.

21 Another issue of research is the
22 language line. We have gotten some inquiries from districts,
23 and Staff conducted some research and learned that there
24 actually is an active statewide contract for language
25 interpretation services that districts and other local

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 governments may use. The contractor is Open Communications
2 International. The fees are a flat 90 cents per minute, 24/7.
3 And we will provide the contact information for you in our
4 summary.

5 The last thing, before we get to the
6 action items, is: I just wanted to mention the tornado that
7 happened a few weeks ago. I called the PSAPs in Dyer, Gibson,
8 and Sumner Counties, and we were very grateful to know that
9 nobody in the 911 community had suffered any serious losses or
10 was hurt. And I want to just thank and commend all the folks
11 that worked so hard during those emergencies. We heard no
12 negative comments about the way 911 worked through those
13 emergencies, and I really think that speaks volumes.

14 CHAIR PORTER: Out of Lynn's report
15 came a lot of good information, and as most of you already
16 know -- and some of you may not -- we send out a -- kind of a
17 summary, trying to get everything that happened during the
18 Board meeting out to all districts a few days after the Board
19 meeting. So she has all that information in there. If you
20 have any questions about anything that she has reported on,
21 make sure you give us a call and we'll be glad to answer your
22 questions.

23 First item that we need to take action
24 on, I guess, is the amendment to the procedure for the rate
25 increase extensions that Lynn presented to us and try to

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 shorten that up to make this work a little faster and to be a
2 little easier on the districts.

3 You heard the request from Lynn to
4 change the way we're doing that. What's the will of the
5 Board?

6 MEMBER LOWRY: So moved.

7 CHAIR PORTER: I have a motion. Do I
8 have a second?

9 MEMBER COBB: Second.

10 CHAIR PORTER: Ms. Cobb seconds that
11 we have heard the request from Staff to change the rate
12 increase extensions, the way we do that. Is there any
13 discussion?

14 (Pause)

15 CHAIR PORTER: Hearing none, all in
16 favor say "aye."

17 THE BOARD: Aye.

18 CHAIR PORTER: All opposed, like sign.

19 (Pause)

20 CHAIR PORTER: Motion carries.

21 Do you have any other action items or
22 just go to the next item?

23 MS. QUESTELL: Yes.

24 CHAIR PORTER: Next item on the agenda
25 is to consider authorizing Kimball & Associates to conduct a

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 feasibility study on implementing an IP network.

2 MS. QUESTELL: As you-all know,
3 TACIR recommended that the Board commission a comprehensive
4 cost-benefit study of the development of a statewide E-911
5 network to take advantage of new technology. NENA has stated
6 that there is a, quote, urgent need for change, end quote,
7 because the current 911 infrastructure -- which is built in
8 good part on antiquated 30-year-old analog technology -- was
9 simply not built to receive calls and data from the new and
10 emerging communications technology like VoIP. The current
11 infrastructure is being asked to perform functions it was
12 really not designed to handle and is in need of an overhaul.
13 I would urge the Board to begin planning for the Next
14 Generation 911 infrastructure.

15 Indiana, Montana, Kansas City, and
16 Montgomery Alabama are just a few places that have, to one
17 degree or another, already deployed IP networks. My
18 counterpart in Indiana has assured me that they have cost
19 savings, improved efficiency, and greater redundancy with
20 their new system, which is just for wireless.

21 I've asked Joel McCamley of
22 Kimball & Associates to provide a short power point of the
23 benefits of a feasibility study. He was very involved in
24 Indiana's deployment in the IP network for wireless calls,
25 which, as I understand it, was built primarily on a

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 preexisting fiber infrastructure. He'll also offer some ideas
2 on how the Indiana situation might translate to Tennessee.

3 I guess the point of this is that I
4 would ask the Board to authorize us to have Kimball conduct a
5 study on moving Tennessee to the Next Generation 911. I would
6 like Kimball to present various options and estimated cost;
7 explore what's here -- what the existing networks that we may
8 already have in our state are; and help us pursue the most
9 cost-effective way to move our state ahead. This study would
10 be done under our existing contract with Kimball.

11 Joel, could you?

12 MR.McCAMLEY: Thank you very much,
13 Ms. Questell.

14 Mr. Chairman, ladies and gentlemen of
15 the board, I'd like to thank you very much for giving me this
16 opportunity to speak with you this morning. I have a very
17 brief -- 15 minute or so -- presentation designed to give you
18 an overview and an idea of what Next Generation 911 is, how it
19 might apply to the state of Tennessee, and what's going on in
20 the rest of the country as far as who's doing what and how
21 things are transpiring out there. I'm also going to talk a
22 little bit about the Next Generation 911 report that
23 Director Questell just mentioned.

24 But I would like to start out with a
25 picture. It's a little ugly. As you can see up there, a

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 little bit busy. That is directly right out of the NENA Next
2 Generation 911 reports.

3 What I'd like to familiarize you with
4 is that the PSAPs are up there in the top right-hand corner.
5 It looks like there's a whole lot of stuff coming in their
6 direction. That is essentially what is happening today, and
7 the Next Generation 911 Network infrastructure is designed to
8 help facilitate all of that information and that data flow and
9 exchange into and out of PSAPs.

10 The next one.

11 What is Next Generation 911? Well,
12 it's a system of systems, or a network of networks, if you
13 will. It talks about, perhaps, taking a communication
14 district that is networked together, and the PSAPs therein are
15 networked together, and being able to communicate with their
16 counterparts right next door, in the next county, or in the
17 next communication district; and being able to then mobile
18 that up to, perhaps, a regional system which can communicate
19 in times of need or in a situation or disaster, whereas we had
20 a few weeks ago here in the state Tennessee, when some
21 tornados might come through and they knock out some
22 communication infrastructures.

23 Next Generation 911 calls for a
24 change-out in the delivery infrastructure, how 911 calls
25 are actually delivered to PSAPs and how they are routed there.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 And one of the ways that they can get to a proper PSAP, it
2 calls for migration away from an analog delivery to an
3 IP enabled/delivery 911 network, if you will, and taking
4 advantage of all the data technologies that have been around
5 for the last 15 or 20 years. And it also lays the
6 foundation -- most importantly, it lays the foundation for
7 any future data requirements or technology requirements that
8 are going to come along that we may or may not know about
9 today.

10 Some of the ones that we do know about
11 today, for 911, are VoIP, automatic crash notification, things
12 like telematics or OnStar, and again, facilitating the flow
13 and exchange of information to and from a 911 center.

14 So what is NENA's position? As I
15 mentioned, NENA has just recently published this report on
16 Next Generation 911. And their mission statement, if you
17 will, is: "Emergency help anytime, anywhere, from any
18 device," and being -- and enabling the 911 system to be able
19 to handle those situations.

20 As I mentioned, that report was just
21 released at the 911 Goes to Washington Forum a few weeks ago.
22 That report states -- and I'm going to restate what the
23 Director said -- but unfortunately the current 911 system was
24 never intended to receive calls and data from the new and
25 emerging technologies that are out there today. So as a

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 result, it is being asked to perform things that it was not
2 designed to handle. And in short, the nation's 911 system is
3 in need of a significant overhaul. And that does mean a lot -
4 - that means a lot. But the report goes on to state that the
5 State has a role in helping facilitate this transition to
6 Next Generation.

7 So what is that State role, as
8 envisioned by NENA? That is moving towards an IP-based 911
9 network, that -- probably most important, that the State or
10 States accept responsibility for managing the technical
11 interfaces, how communication districts and PSAPs may
12 interface to the network, as well as establishing the
13 requirements for a network, and securing those types of things
14 and maintaining it and maintaining the capability of a
15 statewide system, as well as operating it as a central point
16 and control point as to how this network will work. So that,
17 in essence, is what the report states is the State's role.

18 Let's talk a little bit about who's
19 doing stuff out there today. The report is a wonderful thing,
20 and it has a lot of very good information in it. If you ever
21 get a chance -- it is on NENA's website -- nena.org -- I would
22 highly recommend you give it a read. But there are actually
23 some places out there, today, who are in the process -- or in
24 the process of implementing systems like this.

25 As the Director mentioned earlier,

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 there are a couple of states out there that are doing this
2 right now. The State of Indiana is implementing a wireless
3 only IP network. And their purview in Indiana is over
4 wireless only. They do not have purview over any other 911
5 services.

6 The State of Montana is very similar
7 to the State of Tennessee, in that they have purview over
8 both landline and wireless 911 facilities. They are also
9 implementing a Next Generation 911 network.

10 The State of Rhode Island has
11 implemented one.

12 There are some other smaller scale
13 implementations that have taken place out there. The City of
14 Washington, D.C. -- our nation's capital -- has actually
15 implemented one. And it's been up and running for about a
16 year and a half now.

17 The area around Kansas City has had a
18 wireless 911 IP system for a couple of years now, and they,
19 too, are looking to migrate their landline 911 services over
20 to the IP network.

21 And Allegheny County, Pennsylvania,
22 has actually had an IP-based delivery 911 network up and
23 running for about six or seven years now.

24 I helped and was instrumental, and
25 Kimball has helped the State of Indiana work their way through

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 their process in implementing their network, and I would just
2 like to give you some oversight and some overview as to what
3 that process entailed. The methodology that I'm going to
4 speak about here, I would envision being fairly similar here
5 in Tennessee. All of these steps and processes are probably
6 going to need to be moved through or stepped through.

7 What I have on the board -- or up on
8 the screen right now for you to review is essentially a
9 timeline of the project in Indiana. I will say that today
10 there are wireless 911 calls being transported via IP in the
11 state of Indiana. Their call volumes are increasing every day
12 as more and more PSAPs are being done over.

13 The project started in April of 2003,
14 about three years ago to the very day, almost. They
15 commissioned my firm, Kimball, to do a feasibility study to
16 see if it made sense to do this in Indiana. It took a few
17 months to figure out whether or not that was possible. The
18 determination was made that it was.

19 I would also like to point out that
20 they have the wireless Board there. Again, it's wireless
21 only. And Board permission and the way the methodology was
22 structured was that the Board would approve every step here,
23 so that there was a place if anybody decided to say "uncle,"
24 we could say "uncle" and we did not have to move forward and
25 keep going down the path if it was determined that it was

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 unfeasible; it was going to cost too much; it was going to
2 create too much uproar.

3 So every way along the line here I
4 would anticipate that the Board's approval would also need to
5 be sought here in Tennessee, and it would, again, have exit
6 points -- logical exit points as we move through this.

7 The State of Indiana issued an RFI
8 asking the community, the industry, for how they might go
9 about implementing the wireless 911 IP network in Indiana.
10 That took quite a while to get through. It took about a year
11 from the concept to actually get something on the street --
12 getting some responses back. Because it was so new, there was
13 a lot of information exchanged; a lot of clarification needed;
14 a lot of demonstration. The final submissions were received
15 in October of 2004. The selection was made in October of
16 2004. And it took about three or four months to pound out a
17 contract.

18 It's a services-based contract. The
19 State of Indiana does not own anything. They own a piece of
20 paper with service levels and hold a vendor accountable to
21 keep the service levels they agreed to in their contract.
22 That vendor is responsible for maintaining the network;
23 making sure it's up and available. And as I mentioned,
24 implementation began a year ago. They've almost completed the
25 very first phase, but the total project is scheduled to be

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 completed by November of this year.

2 Just to give you some reasons why the
3 State of Indiana took this path -- and I'll show you a picture
4 here in a minute that will also help reinforce this -- but
5 number 1 was to improve public safety, and also to provide
6 better and more consistent wireless 911 service.

7 You'll see, in a moment, from the map
8 I'm going to show you, there were different service providers
9 in the state of Indiana, and depending on what county you were
10 in, and what part of the state you were in, the way your call
11 gets delivered to the 911 center happened in a different way.
12 And in some cases that caused delays of calls getting to the
13 right place, or they went to the wrong place. And as we all
14 know with wireless and the advent of wireless 911, that is a
15 common occurrence. And it was very difficult for PSAPs in
16 Indiana to transfer a misrouted call to the proper PSAP.

17 They were also seeking to increase
18 accountability of the wireless 911 services. And again,
19 another important factor was to make sure they were using the
20 public resources at their disposal in the most efficient
21 manner possible. They are spending the public's money -- as
22 are you -- and they wanted to make sure that what they were
23 paying for had equitable value in terms of service and
24 reliability and customers of present.

25 Just to continue quickly, it was also

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 a goal of the project to prepare PSAPs with future
2 technologies -- again, the VoIP; the automatic crash
3 notifications.

4 They also wanted to decrease the
5 potential points of failure in the wireless 911 network. If
6 you looked at -- and Tennessee's not necessarily any
7 different. If you look at a network diagram of the 911 system
8 today, it really looks like a big spider web. And all the
9 connection points -- or every connection point that's in there
10 is a potential point of failure. They wanted to try mitigate
11 and minimize that as much as possible.

12 They also wanted to streamline
13 wireless 911 service in terms of cost and operations. We're
14 dealing with lots of different companies, lots of different
15 vendors, and it was very difficult to have a global view of
16 what was going on from a 911 perspective in the state of
17 Indiana.

18 They wanted to encourage cooperation
19 between and among the PSAPs, the wireless carriers, and the
20 local exchange carriers. There was an awful lot of finger
21 pointing when something went wrong, and it was very difficult
22 for the person in the 911 center to get a resolution of a
23 problem when everybody was trying to blame the other person in
24 the mix. So they really wanted to try to take that off the
25 table as well.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 And, of course, increase the
2 reliability of the disaster and recovery aspects of 911
3 delivery.

4 Here again is the picture I referenced
5 a moment ago. Just a couple of things I want to take away
6 from this picture. It has mostly to do with the colors.

7 Every different color up there is a
8 different 911 service-providing company in the state of
9 Indiana. And as you can see, it's kind of a patchwork. And
10 depending on what county is contiguous to your county or what
11 district is contiguous to your district, you may or you may
12 not be able to transfer a call right across the street in some
13 cases.

14 There's also some stars and crosses
15 and diamonds on that map. Each one of those represent the 911
16 selective router. Indiana is a cost-recovery state, for
17 carriers as well as PSAPs, and they were paying for wireless
18 carriers to connect up to -- in worst-case scenario -- each of
19 those 17 selective routers, if there were a statewide carrier
20 to provide service across the state. So needless to say, that
21 drove up a lot of the wireless carrier cost recovery and was
22 another reason they wanted to try to consolidate this into a
23 more statewide network.

24 Again, real quickly, to give you a
25 high-level overview of Indiana and the environment there and

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 some of the reasons why the Board -- the wireless Board there
2 took this -- took this as a charge: There are over 162 PSAPs
3 that answer 911 calls across the state. As I mentioned
4 earlier, there are three local exchange carriers who provide
5 911 service. Each of them is a different company. Each of
6 them have different procedures; different processes. It was
7 very difficult to put together information and data from
8 reports across those different entities.

9 Again, to try to understand what was
10 going on across the state: There's multiple wireless
11 carriers, 17 selective routers, as I mentioned before, and
12 that really drove up a lot of the wireless carrier costs as
13 they were implementing Phase 1 and Phase 2 wireless. And
14 also, there were multiple PSAP configurations, as there is in
15 Tennessee, which meant that there was no common platform out
16 there for all the 911 centers, which could create some
17 problems.

This is a much more simplified diagram
of the picture that I showed you at the very beginning. This
depicts what the network looks like in Indiana today. On the
left-hand side are the wireless carriers. And today they are
connecting to two statewide selective routers which route all
wireless 911 calls across the state today. They do that via
the IP network that is displayed on the right-hand side.

25 And then you'll notice that on the far

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 right-hand side of the diagram, all of the 911 centers are
2 represented. I would also draw your attention to the number
3 of lines that are there connecting the various 911 centers.
4 And that is, in fact, what the goal of -- the final goal of
5 the project is to connect the 911 centers in multiple and
6 various ways so that if one path goes down, there is -- the
7 911 call could reset to the 911 center, via it an alternate
8 path or alternate route.

9 And that's, in essence, what is going
10 on today. They're actually moving those calls around and
11 they're being routed via an IP delivery method.

12 Now, I should mention that one of the
13 overriding constraints of this project was that in no way,
14 shape, or form was the implementation of this network to
15 impact or strand investment at the PSAP. So in other words,
16 they were not supposed to -- or the designed goal was to not
17 require 4-foot change-outs of equipment and CP equipment and
18 ANI/ALI controllers at the PSAP.

19 I'm very pleased to say that they have
20 been able to accomplish that, via today's technology, and in
21 essence, have been able to blend -- to deliver the call and
22 the information, via an IP network, to the PSAP and also be
23 able to work with the legacy equipment that is in place. But
24 that allows a couple of things to happen. As PSAPs are ones
25 to do, they tend to change out equipment. They may grow in

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 size and they may add equipment. That allows them to change
2 out their equipment, their call-answering equipment at their
3 leisure, if you will, but still be able to participate and
4 take advantage of the features and functionality of the
5 network.

6 So again, there's really no stranding
7 of investment. There may be some additions of trunk
8 capacities, if you will, or increasing the connection
9 capacities of the equipment, but the wireless, in the end, has
10 agreed to pay those costs.

11 Indiana was able to take advantage of
12 a number of things. The vendor that came to the table to help
13 was ultimately successful. It was an independent telephone
14 company in Indiana, and they are part owner of what is known
15 as the Indiana Fiber Network, which is, for the most part,
16 being depicted on the wall here for you right now.

17 In essence, what this shows is the
18 fiber buildout to each and every PSAP across the state. And
19 again, they were able to leverage that existing network in
20 Indiana to build out the fiber to each and every PSAP.

21 How does this apply to Tennessee?
22 Well, Tennessee faces the same issues as the rest of the
23 country, and in many ways is similar to Indiana. But, of
24 course, it's different. There are different 911 service
25 providers in this state. There are varying technologies at

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 the different PSAPs and the different districts. The
2 infrastructure used today is primarily -- or used to deliver
3 911 calls today is primarily based on the 20-, 30-year-old
4 model. And as the NENA report has stated, it was pre-wireless
5 and pre-VoIP and pre-automatic crash notification.

6 This is showing you a map of the state
7 of Tennessee. The Sprint region is up in the right-hand
8 corner. And each of the different colors that are depicted
9 here in the map represent the different -- a different
10 geographic area that is served by a particular selective
11 router. BellSouth, of course, has a lot of the rest of the
12 state, as well as the Cookeville area, which is served in what
13 we call a "nontraditional manner."

14 So why consider Next Generation 911
15 for Tennessee? Well, first of all, all of you sitting here
16 have the authority, and it has been established at the state
17 level. That is one of the biggest barriers of implementation
18 for other states in the country, they do not have an authority
19 at state level to handle this sort of thing.

20 It also makes sense to prepare all the
21 PSAPs for the future technologies that are coming down the
22 road. As I mentioned a moment ago, the Cookeville area is a
23 large area of the state, and it serves many districts in a
24 nontraditional manner, and it may actually make a lot of sense
25 to have -- they could be very easily put into a pilot program

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 so that we can make sure -- a demonstration project -- to see
2 whether or not this makes sense for the state of Tennessee.

3 So what are some of the features and
4 benefits? Again, why would Tennessee want to do that; want
5 to, perhaps, move down this path?

6 Well, first of all, it gives a managed
7 public/private public safety network, if you will. It can run
8 in a statewide fiber ring, as in the case of Indiana. A break
9 in this ring and the technologies that are deployed and
10 implemented in this form of delivery does not affect the
11 entire service. It's self-healing and bi-directional.

12 Think of the Internet, if you will.
13 Some people get scared when I say that, but this is not the
14 Internet; it just uses the same type of technology. Your
15 e-mail gets to where it goes, regardless of what path it
16 takes. It's the same concept here. The 911 call will get to
17 where it needs to go, regardless of what path it takes.

18 The other thing that this brings is
19 direct access to all PSAPs. Call transfers to any of the
20 other PSAPs on the network are possible; and you could, quite
21 literally, transfer a call from one side of the state to the
22 other, as long as they are all on the same common platform
23 delivery network.

24 Full wireless direct implementation.
25 Wireless carriers came along after the traditional landline

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 carriers. They enjoy -- or are used to working in an
2 environment where the type of technology we're talking about
3 today is part and parcel to their environment. They are not
4 used to having to deal with PSAPs on a selective router -- by
5 selective router basis and breaking their band with the
6 capacity down into individual trunk lines. So they are very
7 much more aligned with being able to connect to this type of
8 delivery system.

9 It also has the capacity or capability
10 to improve efficiency. And we have seen some improvement in
11 call setup time and delivery time in the state of Indiana.

12 Voice and data delivery are delivered
13 over a common network. That enables a whole raft of other
14 applications and possibilities, if you will. E-mail exchange
15 among and between districts and PSAPs becomes possible. Not
16 that it isn't today, but it now becomes on a private, secure
17 network. Mapping data can be exchanged. CAD data can be
18 exchanged, if you will. Imagery; web-cast; net meetings;
19 teleconferences. Again, it's very easy to communicate with
20 your partners or colleagues next door, next county, next city,
21 via this type of network, if you will.

22 Flexible 911 infrastructures and PSAPs
23 are part of a high-speed reliable network, again, which
24 prepares us for any future technologies. It's almost like the
25 "Field of Dreams" analogy, if you will. If you built this

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 kind of thing, the applications and the things that we can't
2 even imagine today that are going to be asking for services,
3 via 911, should be able to ride over this type of
4 infrastructure.

5 This also allows an entity like
6 yourselves to have a single place to go to have and gain an
7 understanding of what's going on across the state. It becomes
8 a centralized point for data and information about all things
9 911. As an example, call statistics. If all calls are
10 running over one common network, it is then very easy to
11 determine what calls are going where; how calls get -- what
12 the disposition of those calls are; or what happens if there
13 is a misroute. Often misroutes can also identify systemic
14 problems out there.

15 Trouble resolution becomes a lot
16 easier in many cases. The finger-pointing tends to go away
17 because you don't have multiple entities involved in the mix.
18 And root-cause analysis for why things go wrong becomes much
19 easier to diagnose and figure out. Again, in the name of
20 emergency calling -- anywhere, anytime, any device.

21 So how to move forward? As the
22 Director mentioned before, we would recommend that you
23 commission a feasibility study to determine if Next Gen 911
24 makes sense with the state of Tennessee. I'd like to provide
25 assessment of the 911 environment in Tennessee to identify the

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 barriers to implementation. There could be very legitimate
2 reasons why this does not make sense for the state of
3 Tennessee. Everybody is excited about all the potential
4 benefits of something like this, but it may not make sense in
5 some cases. And there may be some issues out there that we
6 have no idea what those are, and a feasibility study would
7 help identify some of those things.

8 And it would also help -- as the
9 Director said earlier, one of the goals would be to determine
10 if there are existing networks out there in the state of
11 Tennessee that could be utilized or leveraged to reduce the
12 overall cost of an implementation like this.

13 That is all of the information that I
14 wanted to pass along to you today. Thank you very much,
15 again, for this opportunity. This is something that is very
16 near and dear to my heart and I'm very passionate about. And
17 I would entertain any kinds of questions that any of you might
18 have at this point, or feel free to contact me at any other
19 time, as well.

20 CHAIR PORTER: Any questions of any of
21 the board members?

22 MEMBER LOWRY: How easy was the
23 integrating of the current landlines?

24 MR. McCAMLEY: In Indiana?

25 MEMBER LOWRY: Yeah.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 MR. McCAMLEY: It was actually a lot
2 easier than they might think. The way the solution was
3 proposed is, it's essentially an overlay network. But the
4 first phase of that was to connect this network -- which now
5 has all the wireless carriers on it -- to the existing
6 landline selective routing. So the last mile -- or the first
7 phase is no different than it was, you know, a year ago, two
8 years ago. So that came very easily.

9 The transition that they're going
10 through now, they're actually moving that last mile into the
11 PSAP. And that integration, believe it or not, is easier or
12 harder based on who the service provider is, only because of
13 the way some their models are. If you have C&L ECS 1000, for
14 an example, you go to E-network. Which you don't necessarily
15 have here in Tennessee. But their model is a little bit
16 different. And you have to -- you have to drop this
17 information at an ANI/ALI controller in order for it to be
18 able to handle what position the call goes to, how to hit the
19 ALI information, and so on and so forth.

20 So in a couple of places in Indiana,
21 just based on the way -- just based on the business model of
22 the local exchange carrier there, it takes a little bit of a
23 different implementation. But so far, they've had no problems
24 implementing those solutions and getting work-arounds and
25 getting those PSAPs connected up.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 CHAIR PORTER: Other questions?

2 (Pause)

3 CHAIR PORTER: Thank you, Joel.

4 MR. McCAMLEY: Thank you, sir.

5 CHAIR PORTER: You heard the request
6 from Staff that we approve Kimball & Associates to do the
7 feasibility study on if it would possible to do this kind of
8 network in Tennessee. What's the will of the Board?

9 MEMBER BEEHAN: Question. What's the
10 cost?

11 CHAIR PORTER: It's about 70,000. We
12 have a contract with Kimball already existing that's got about
13 200-something thousand left in it before we hired Rex.

14 MEMBER LOWRY: So moved.

15 CHAIR PORTER: I've got a motion. Do
16 I have second?

17 MEMBER COBB: Second.

18 CHAIR PORTER: Ms. Cobb second that we
19 approve Kimball doing the feasibility study. Is there
20 discussion?

21 (Pause)

22 CHAIR PORTER: Hearing none, all in
23 favor say "aye."

24 THE BOARD: Aye.

25 CHAIR PORTER: All opposed, like sign.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 (Pause)

2 CHAIR PORTER: Motion carried.

3 Thank you.

4 The next item on the agenda -- let the
5 record show that Mr. Beehan is present now. He was missing in
6 action for a while this morning, as some of the rest of us
7 were.

8 MEMBER BEEHAN: On I-40.

9 CHAIR PORTER: Yeah, I bet it was a
10 mess. I'm glad that you made it.

11 MEMBER BEEHAN: Thank you.

12 CHAIR PORTER: The next item is
13 consider amending the generator/UPS/recorder reimbursement to
14 consolidate the funding to allow ECDs up to 150,000 to spend
15 on any or all the above-mentioned equipment; and also to add
16 to the items eligible for reimbursement; and to clarify
17 whether the 150,000 reimbursement is available to each
18 district that consolidates with another district under the
19 policy that allows for up to \$300,000 reimbursement toward the
20 costs of districts consolidating.

21 If you-all remember, at the last board
22 meeting we approved 150,000 for each district for those first
23 three items -- the generator, the UPS, and the recorder -- but
24 I think after all of us kind-of got to talking afterwards and
25 talking with the directors and so forth, it was felt that

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 maybe consolidating some of this and opening it up a little
2 more for other things that PSAPs may need would be a good
3 thing. So, Lynn, is that -- do you want to talk about that a
4 little bit?

5 MS. QUESTELL: Yes. Thank you.

6 We would just ask to amend this
7 program slightly.

8 One thing that I've learned in this
9 job is that each district is different and each has different
10 needs and different ways of doing things; different ways of
11 funding things. And these proposals are intended to provide
12 districts with more freedom and flexibility to kind of
13 customize their use of the funding.

14 What we propose is to consolidate the
15 money. Give each district \$150,000 and an expanded list of
16 necessary equipment to choose from. It would be like an
17 account that would be the district's to draw on as they
18 decided to replace their equipment, and it would encourage
19 them to get more bang for their buck.

20 This proposal is contingent on our
21 statute not being amended in the future to leave us with
22 insufficient funds to administer it. But what I'm going to
23 propose, I'm told by our financial analyst, for 95 out of 100
24 districts, they end up getting more money than if the
25 percentages of wireless fees that you-all get -- which is now

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 25 percent by population -- was raised up to 40 percent.

2 What we're recommending is that the
3 funding be provided in essentially two tiers. You would have
4 the -- the districts would have the \$150,000 to draw from, and
5 the Tier 1 items that they would spend their money on would be
6 essential items, items you can't have a PSAP without, which
7 would include controller/telephone systems, GIS mapping
8 systems, backup generators, TDD equipment, UPS, and recorders.

9 If the districts could certify that
10 they had all of those items and that they were all
11 operational, then the districts would be permitted to select
12 from Tier 2 items, which would include things like dispatching
13 furniture, CAD, GPS/addressing equipment, and then a kind of
14 wastebasket term which would be other items which contribute
15 to the operations, safety, maintenance, or enhancement of the
16 PSAP. So that gives you a lot of flexibility individually as
17 to what they would be able to purchase.

18 Each item in our plan would be subject
19 to the approval process that the Board established at the last
20 meeting. So each item would have to be justified and then
21 reviewed by the Board before it's approved, just like it
22 already is. And every item on this would be treated that way.

23 We would ask that the same
24 retroactivity policy that was adopted at the last meeting
25 apply to these amendments -- if you adopt them -- so the

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 districts could seek reimbursement for items purchased since
2 July 1, 2003.

3 We would also ask that the districts
4 that have consolidated with other districts each retain their
5 right to the \$150,000 in this program.

6 We've provided in your packet the
7 procedures that Staff would use to administer the
8 reimbursement program. We set up a special e-mail address for
9 these requests. And if you approve this, we will put these
10 procedures on the website just as quickly as possible and plan
11 to administer either this program or the previous program that
12 you had approved, beginning next week, so there won't be a
13 delay like we have had since the last meeting.

14 CHAIR PORTER: You heard the request
15 of Staff that we approved these amendments to the \$150,000
16 reimbursement program. What's the will of the Board?

17 MEMBER VICKERS: So moved.

18 CHAIR PORTER: Mr. Vickers makes a
19 motion. Do I have a second?

20 MEMBER BEEHAN: Second.

21 CHAIR PORTER: Mr. Beehan second that
22 we approve Staff's request to change the amendment that was
23 proposed on the \$150,000 reimbursement. Any discussion?

24 MEMBER RICH: On the
25 controller/telephone system, is that going to do away with

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 the \$40,000?

2 MS. QUESTELL: No, sir. No.

3 This was for districts -- we put that
4 on the list because there are some really large districts that
5 a \$40,000 controller is just not going to do it for them. So
6 this would allow them to allocate the funds. They would be
7 eligible for the 40,000, but then they would also be eligible
8 to take this money from this fund, also.

9 CHAIR PORTER: Other questions?

10 (Pause)

11 CHAIR PORTER: Hearing none, all in
12 favor say "aye."

13 THE BOARD: Aye.

14 CHAIR PORTER: All opposed, like sign.

15 (Pause)

16 CHAIR PORTER: Motion carried.

17 I think this is probably one of the
18 best things that I remember in a while that the Board is doing
19 that will help all the districts, no matter how big you are or
20 how small you are. Of course, it's going to help the small
21 ones a little more, but it's going to help everybody.

22 MEMBER RICH: This started out as a
23 good idea and turned into a great idea.

24 CHAIR PORTER: I think so, too,
25 Freddie. I applaud the Board for doing this.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 The next item on the agenda is
2 consider supporting legislation that would increase the
3 penalty for making 911 calls for purposes other than reporting
4 an emergency. Lynn, you want to --

5 MS. QUESTELL: Thank you.

6 Right now, placing a 911 call for a
7 purpose other than to report an emergency, or what the caller
8 reasonably believes is an emergency, is a Class C misdemeanor.
9 Class C is the lowest type of penalty that you can have under
10 Tennessee law for misdemeanors. It's not greater than 30 days
11 or a fine not to exceed \$50.

12 We all know that frivolous and
13 harassing 911 calls create real problems in our PSAPs and
14 prevent dispatchers from dealing with callers that are having
15 real emergencies. We would hope that tougher sentences would
16 deter callers who dial for frivolous or harassing reasons and
17 we're asking the Board to support an amendment to Tennessee
18 Code Annotated 7-86-316 to increase the penalties of the
19 offense.

20 CHAIR PORTER: You've heard the
21 request from Staff that we look at considering proposed
22 legislation that would increase the penalty. What's the will
23 of the Board?

24 MEMBER BEEHAN: This would have to
25 come next year, would it not?

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 MS. QUESTELL: Yes, sir.

2 MEMBER BEEHAN: And we can do this by
3 legislation?

4 MS. QUESTELL: Yes, sir. It would
5 have to be done by legislation.

6 MEMBER LOWRY: So moved.

7 CHAIR PORTER: Mr. Lowry makes a
8 motion, do I have a second?

9 MEMBER VICKERS: Second.

10 CHAIR PORTER: Johnny Vickers seconds
11 that Staff go ahead and do what they need to do to develop the
12 legislation -- a bill that needs to put in next year's hopper
13 to change the law. Is there other discussion?

14 MEMBER BEEHAN: Just a comment. When
15 this comes about, I would ask that you let the County
16 Association know, let the TML know, because I think this is
17 something that the cities and counties would be interested in.

18 CHAIR PORTER: This is something all
19 the PSAPs deal with on a day-to-day basis. And it's difficult
20 to have somebody call and then go to court and they get
21 30 days' probation.

22 MEMBER BEEHAN: That \$50 fine at the
23 local level --

24 CHAIR PORTER: Yeah, it just doesn't
25 do a whole lot.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 Any other comments; discussion?

2 (Pause)

3 CHAIR PORTER: All those in favor of
4 the motion say "aye."

5 THE BOARD: Aye.

6 CHAIR PORTER: All opposed, like sign.

7 (Pause)

8 CHAIR PORTER: Motion carried.

9 The next item is to consider a policy
10 requiring that ECD board of directors, at a minimum, meet at
11 least quarterly and elect officers biannually. Do you want to
12 talk about that, Lynn?

13 MS. QUESTELL: Yes.

14 By law, the Board was created to
15 assist emergency communications district boards of directors
16 in the areas of management, operations, and accountability.
17 It comes to our attention that some districts meet no more
18 than twice a year. And Staff believes it's really impossible
19 to administer a district property and have only two board
20 meetings a year. So Staff is just asking the Board to kind of
21 set a minimum standard of four meetings a year, just to
22 provide guidance to the districts.

23 And Staff would also ask the Board to
24 set a minimum standard for districts -- district boards of
25 directors to consider appointment of officers at a minium of

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 every two years.

2 So we're proposing Policy 35, and I
3 would ask Carolyn to read it.

4 MS. REED: Policy 35 would state:
5 Minimum Standards for Frequency of ECD Board Meetings and
6 Election of Officers. Effective April 20th, 2006, each
7 Emergency Communications District board of directors shall
8 meet at least quarterly, and at the call of the Chair. Each
9 board also shall elect a Chair and such other officers as it
10 deems appropriate. At a minimum, such elections shall be
11 conducted at least every two years.

12 CHAIR PORTER: You've heard the
13 request from Staff to adopt Policy number 35 involving the
14 standard of ECD board meetings and election of officers.
15 What's the will of the Board?

16 MEMBER BILBREY: So moved.

17 CHAIR PORTER: I've got a motion.

18 MEMBER COBB: Second.

19 CHAIR PORTER: Second by Ms. Cobb.

20 Is there discussion?

21 MEMBER BEEHAN: It appears that this
22 was brought about by some circumstance. Can you talk about,
23 just briefly, why we need to do this?

24 MS. QUESTELL: Yes, sir. Also, we
25 will be considering the Hawkins County situation later on in

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 the meeting, and that is what this derives from.

2 CHAIR PORTER: After reviewing some of
3 the other districts, and when you start looking at the minutes
4 and stuff, doing rate increases and everything --

5 MEMBER BEEHAN: I know why, but I
6 think it would be helpful --

7 CHAIR PORTER: It's amazing that some
8 of these districts -- some of them meet once a year. I don't
9 know how they --

10 MEMBER BEEHAN: No quorum.

11 CHAIR PORTER: No quorum.

12 MEMBER BEEHAN: No minutes.

13 CHAIR PORTER: No minutes. You know,
14 it's amazing.

15 MEMBER BEEHAN: And yet they're
16 spending public --

17 MS. QUESTELL: It should be noted that
18 the lack of quorum and lack of minutes violates the law.

19 I would like to say, though, that in
20 our seminars that we gave in the last months, those issues
21 were all discussed, every one of them.

22 CHAIR PORTER: Any other discussion?

23 (Pause)

24 CHAIR PORTER: Hearing none, all in
25 favor say "aye."

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 THE BOARD: Aye.

2 CHAIR PORTER: All opposed, like sign.

3 (Pause)

4 CHAIR PORTER: Motion carried.

5 The next item on the agenda is
6 consider adopting a policy requiring ECDs to adopt a written
7 plan for rerouting 911 calls in case of outages and/or
8 equipment failure.

9 MS. QUESTELL: Thank you,
10 Mr. Chairman.

11 Again, as part of the Board's
12 responsibility to assist districts with operations, Staff
13 would ask the Board to adopt a policy to require the districts
14 to draw up a written plan for rerouting calls in case there's
15 an outage or some other problem.

16 In this season where we've seen what
17 tornados could do, I don't think that anyone could argue that
18 a written backup plan is not a good idea. Policy 36 would
19 require districts to develop and adopt a written plan that
20 defines how 911 calls are to be handled if the PSAP network
21 facilities are disrupted, equipment fails, evacuation is
22 necessary, or for any other reason that 911 calls cannot be
23 answered at the intended PSAP.

24 If you would approve this policy,
25 Staff will develop a template from which each ECD can

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 customize their written policies.

2 Carolyn, would you please read the
3 policy as proposed?

4 MS. REED: Yes. Proposed Policy 36 is
5 as follows: Requirement for ECDs to Adopt a Written Plan for
6 Rerouting 911 Calls in Case of Network, Equipment, or Facility
7 Failure. All public safety answering points operated by
8 Emergency Communications Districts shall develop and adopt a
9 written plan that defines how 911 calls will be rerouted in
10 the event network facilities are disrupted, equipment fails,
11 the PSAP must be evacuated, or for any other reason that 911
12 calls cannot be answered at the intended PSAP.

13 MEMBER BEEHAN: I move for adoption.

14 CHAIR PORTER: Do I have a second?

15 MEMBER VICKERS: Second.

16 CHAIR PORTER: A motion and a second
17 that we approve Policy number 36. Is there discussion?

18 (Pause)

19 CHAIR PORTER: Hearing none, all in
20 favor say "aye."

21 THE BOARD: Aye.

22 CHAIR PORTER: All opposed, like sign.

23 (Pause)

24 CHAIR PORTER: Motion carried.

25 The next item was to consider pursuing

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 an RFP for statewide language line services, and I think Lynn
2 has asked that that be removed from the agenda since we found
3 out there is already a language line contract that the
4 districts can pull from.

5 MS. QUESTELL: Yes, sir.

6 CHAIR PORTER: The next item is
7 consider proposal for digital street centerline maintenance by
8 Dennis Pedersen of the State Base Mapping Program.

9 Dennis, do you want to come forward?

10 (Pause)

11 CHAIR PORTER: That will be in your
12 packet. For those of you that might not have been on the
13 board at the time, our board went into a joint venture with
14 the State Base Mapping Program to provide -- basically what
15 we're looking to do is a statewide GIS map that all the
16 districts and counties and governmental agencies in the state
17 can pull from to be able to have street centerline data for
18 the home state and to be able to share that data.

19 The Base Mapping Program has been
20 working on that for the last couple three years, and now we're
21 coming to the point we're starting to see the sun rise, I
22 guess you'd say, and making a lot of progress. And Dennis
23 wants to talk to us about how we can finish this project and
24 how we can keep up in the future years. So Dennis will offer
25 us that.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 MR. PEDERSEN: Thank you,

2 Mr. Chairman.

3 Director Questell, board members, and
4 staff members, good morning. It's a pleasure to be here. I
5 want to thank you for the opportunity to speak to you today.

6 Chairman Porter has already stole a
7 lot of my thunder, but that's quite all right. I will be
8 short this morning, but before I get to my proposal, I do want
9 to recognize the accomplishments that the Board has made, as
10 well as the PSAPs, in partnering with us in integrating GIS
11 within their local 911 districts. You should all be commended
12 for your accomplishments.

13 I sent a letter to Director Questell
14 summarizing my proposal for how we could continue this
15 relationship that we've established. I have copies of those
16 proposals if you would like to get one after the presentation
17 or after the board meeting this morning.

18 I want to take just a few minutes and
19 talk about the existing relationship and the specific
20 contractual obligations that we have to provide to the Board
21 and to the local PSAP members. Specifically, as Director --
22 or Mr. Chairman indicated, we've leveraged the data products
23 produced through the Tennessee Base Mapping Program in two
24 ways.

25 Number 1, we have a very high accurate

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 digital street centerline database that we're enhancing
2 through a relationship with TeleAtlas. Back in 2003, through
3 funds provided through the ECB, we acquired a proprietary
4 license to the TeleAtlas Dynamap product. That product has
5 been distributed through our office to approximately 68 of the
6 PSAPs across the state.

7 The second phase of our current
8 contractual relationship is to enhance that product in two
9 ways: improving the spatial accuracy of the centerlines and
10 improving the attributes -- the address ranges on those
11 centerlines.

12 We are currently in production on that
13 effort. And the goal is, by the end of 2007, to have a
14 consistent standardized statewide centerline base map that
15 the State will own, that we can use -- as Mr. Chairman
16 indicated -- for a number of applications, but specifically
17 for the PSAPs in their GIS CAD applications.

18 So we've invested approximately
19 \$2.6 million to get to this point of having a consistent,
20 consolidated standardized base map. I would certainly hate to
21 lose the investment that the State, the ECB, and F&A GIS
22 Services has made into this resource. That's what it is, it's
23 a resource.

24 So how do we move forward from here?
25 How do we develop appropriate mechanisms to maintain the this

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 data? As I said, for the last three or four years it's been
2 about production; producing the statewide database. After we
3 get to the point in December 2007, we need to have the
4 mechanisms in place, at the local and state level, to maintain
5 this.

6 And that's what the proposal
7 identifies, is specific resources that GIS Services will
8 provide to the ECB and the 911 districts. Number 1, consume
9 locally updated centerline data, address points; integrate
10 that into this consolidated statewide centerline base map.

11 And that's going to do a number of
12 things. Primarily -- and it's been raised earlier today, it's
13 going to allow the PSAPs to identify and locate misrouted 911
14 calls. That's from the cell phone; that's from your work
15 telephone. Having a consistent standardized statewide base
16 map is going to improve the ability to transfer those calls.

17 So how do we accomplish this goal?
18 How do we get to the point of maintaining this data set?
19 Well, in the proposal I identify very specific objectives.
20 Training is a key component. We've hired James Wood as our
21 project manager that's going to lead this effort. Train the
22 PSAP operators and staff on how to maintain their data and how
23 to upload their data sets to the State or their data
24 centerlines or address points. We have staff dedicated in the
25 state to integrate that to the statewide database, and then

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 provide a mechanism for the PSAPs to download the entire
2 state.

3 That's what we're talking about here,
4 is having the ability for PSAPs to have a consistent
5 standardized statewide centerline base map that can be used
6 for their PSAP operations, for transferring cell calls --
7 that's going to do a number of things. It's going to make it
8 a more efficient process, as opposed to currently having the
9 districts call their neighboring counties to acquire their
10 data sets that may be in a different format. They may be in a
11 different projection system. So having the ability to have a
12 statewide consistent base map is going to make it a lot easier
13 to the PSAP staff and the directors to access this data.

14 So again, there was a number of
15 specific objectives we've identified through this proposal,
16 primarily staff was the -- it was a people resource issue.
17 We've hired James Wood, who has got a significant level of
18 experience working with public safety and GIS.

19 Over the next three years, we've got
20 in the proposal, we need to add three more technicians, and
21 we need to have a data server that's going to need an
22 infrastructure to support the consumption and redistribution
23 of this updated centerline data.

24 It's really a neat opportunity. I'm
25 excited about this potential. I think Tennessee, through the

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 base mapping program, has been a leader of GIS. Obviously,
2 our relationship that we've had over the last three years has
3 resulted with some specific benefits for GIS and 911
4 operations. And I want to see this continue.

5 So the proposal identifies
6 approximately \$800,000 worth of funding to support our
7 operations to maintain this statewide resource. We had a
8 presentation earlier this morning talking about Next
9 Generation 911 and the infrastructure that's going to be
10 required to support this. In that presentation they
11 identified the ability to share GIS data. So it's --
12 obviously having a consistent statewide data set is important
13 on multiple levels.

14 So I certainly envision us partnering
15 with the Board and partnering with other initiatives, the
16 Next General 911, number 1, and this vision of having a
17 consolidated broadband network to facilitate this data
18 transfer and distribution.

19 So again, I'm very excited about this
20 opportunity and looking forward to answering any questions
21 that the Board or staff members may have regarding the
22 proposal.

23 CHAIR PORTER: Questions from board
24 members?

25 MEMBER LOWRY: I don't know if I

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 have a question or a comment. I guess maybe a question.

2 Probably -- or I guess perhaps there's
3 a lot of 911 centers that have benefited from the project.
4 But I also get a lot questions, constantly, about what is that
5 and what is this for and how can we use it. Because we don't
6 understand when it gives us the data, and it doesn't fit what
7 we're using in our county or our district or whatever.

8 I think, maybe, there needs to be some
9 type of better education or some movement on -- maybe from
10 you-all's side, or your side, to push that back down to us in
11 a usable format rather than a GIS type of format that a lot of
12 us don't have the ability to have those guys on board to know
13 what you're talking about.

14 I'm sure, from what I understand, it's
15 been a big benefit. But at the same time, I'm not sure that
16 all the 911 centers are being able to utilize it like some of
17 them want to.

18 MR. PEDERSEN: Well, what I envision
19 is: In addition to Mr. Wood having these technical staff
20 members on board that can provide training and education to
21 the PSAP members, but to provide technical support on how to
22 consume updated GIS data; how to integrate that GIS data with
23 their CAD applications. So part of this proposal is based on
24 what you're talking about, the training and education and
25 technical support that's going to be required to maintain this

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 statewide resource.

2 We've actually started that process.
3 Director Questell mentioned the regional seminars that were
4 conducted. Mr. Wood participated in those and used that as an
5 opportunity to communicate our services that we're currently
6 providing and to talk about these -- the technical details of
7 GIS at sort of a high level. But I certainly envision having
8 more detailed technical training sessions that we can provide
9 throughout this state as part of this proposal.

10 MEMBER LOWRY: Where do we stand with
11 the mapping project -- I guess, say Phase 1 -- implemented
12 across the state as far your --

13 MR. PEDERSEN: We are currently
14 wrapping up our initial production of the base mapping
15 program. It flowed 24 counties this spring. We'll have
16 comprehensive digital data delivered from our vendor by --
17 well, it will be on a flow schedule starting in November of
18 this year through May of 2007, and we'll have all of the base
19 map data products completed.

20 The next phase of that is providing
21 our un-intelligent centerlines to TeleAtlas -- per the
22 existing contract that we have in place -- that enhancement
23 product, to create this statewide intelligent centerline
24 database that has street names and addresses and will have a
25 data set that's going to be meaningful and integrated with GIS

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 and CAD application in the local PSAPs across the state.

2 So there's two phases of the process.

3 One is the initial data creation, through our program. And
4 the second phase is the enhancements.

5 All the enhancement work is going to
6 be completed by December of 2007. So at that point in time,
7 we will have a statewide standardized system base map that
8 we're going to have to maintain. And that maintenance is
9 going to be required in getting those updates from the local
10 PSAPs. And that's what the proposal is all about.

11 CHAIR PORTER: Other questions?

12 (Pause)

13 CHAIR PORTER: Hearing none, you've
14 heard the request that we approve continuing our agreement or
15 relationship with the base mapping program -- to continue
16 with, I guess, Phase 2 now, and complete the project and
17 maintain it and move forward. What's the will of the Board?

18 MEMBER BEEHAN: I move that motion.

19 CHAIR PORTER: I have a motion by
20 Mr. Beehan. Do I have a second?

21 MEMBER VICKERS: Second.

22 CHAIR PORTER: Second by Mr. Vickers.
23 Any discussion?

24 (Pause)

25 CHAIR PORTER: Hearing none, all in

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 favor of the motion say "aye."

2 THE BOARD: Aye.

3 CHAIR PORTER: All opposed, like sign.

4 (Pause)

5 CHAIR PORTER: Motion carried.

6 Good work, Dennis.

7 The next item on the agenda is to

8 consider the proposed amendment to the cost-recovery plan by

9 Sprint/Nextel. Lynn and I reviewed this, and you did, too.

10 And we're okay with it.

11 As you know, Sprint and Nextel merged

12 recently, and we had to change some of their cost-recovery

13 plan to reflect that, since they're one company. So we

14 recommend that the Board approve the cost-recovery plan for

15 Sprint/Nextel.

16 MEMBER RICH: So moved.

17 CHAIR PORTER: Mr. Rich.

18 Do I have a second?

19 MEMBER VICKERS: Second.

20 CHAIR PORTER: Mr. Vickers.

21 Any discussion?

22 (Pause)

23 CHAIR PORTER: Hearing none, all in

24 favor say "aye."

25 THE BOARD: Aye.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 CHAIR PORTER: All opposed, like sign.

2 (Pause)

3 CHAIR PORTER: Motion carried.

4 The next item on the agenda will be to
5 consider or hear a report from Hamilton County ECD regarding
6 the call talking and dispatching problems that we've been
7 reading about in the paper and on the news and so forth.

8 Make sure you state your name for the
9 court reporter.

10 MR. STUERMER: Good morning,
11 Mr. Chairman, Members of the Board, Director, and Counsel.
12 My name is John Stuermer. I'm the executive director of the
13 Hamilton County Emergency Communications District. I've been
14 the executive director since July of 2004. Prior to this, I
15 was the captain of the Chattanooga Police Department for 75
16 years -- 75 -- for 27 years. And upon retirement from that
17 department, I was the manager of all investigative units, as
18 well as the information center.

19 The Hamilton County Emergency
20 Communications District, the board members, and I, want to
21 assure this Board that we are committed to ensuring that the
22 citizens living and traveling throughout our district are
23 afforded access to lifesaving services and emergency call
24 delivery. We strongly believe that it is our duty and
25 responsibility to ensure that all emergency calls are

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 delivered to the first responders in the quickest and most
2 reliable manner. We are all aware that the rapid and
3 successful completion of an emergency call to services can
4 mean the difference between recovering from an injury, life or
5 death, as well as the preservation of property.

6 The Hamilton County District enjoys an
7 excellent cooperative relationship with local emergency
8 service agencies. In this relationship the district has
9 historically focused all of its resources in providing and
10 maintaining a state-of-the-art call routing infrastructure.
11 This includes a main dispatch center, all call routing
12 equipment, and all CAD associated systems. Each local agency
13 uses all personnel to support call-taking and dispatcher
14 functions.

15 The recent media exposure has brought
16 attention to a significant problem with the number of
17 abandoned emergency 911 calls by one agency within Hamilton
18 County. These reports, which made national and international
19 news, have shaken the confidence of the emergency 911 system,
20 not only of Hamilton County, but in others throughout the
21 nation. In addition, the reports have tarnished the excellent
22 work and reputation of the emergency 911 operations in the
23 entire state of Tennessee.

24 It is for these reasons I am here
25 before you today, on behalf on Hamilton County Emergency

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 Communications District and the board of director members, to
2 apprise this body of the state of affairs of the emergency 911
3 operations in Hamilton County. To help you understand the
4 current state of affairs, I'd like to provide you with some
5 background information.

6 The Hamilton County Emergency
7 Communications District was established in 1984. The
8 district's mission is to facilitate the selective routing of
9 emergency calls to the proper public safety answering point --
10 or PSAP -- to separate these services, and to direct the
11 enhancement of the emergency 911 services of the district.

12 The district serves eight public
13 safety agencies, as well as all the volunteer fire departments
14 located in Hamilton County. Initially, the district provided
15 routing of emergency 911 calls to these agencies, and each
16 agency was located in separate facilities and conducted
17 operations completely independent of each other.

18 Shortly after the establishment of the
19 emergency communications district, the board members
20 recognized that within the independent locations of the PSAP
21 in the district there were occasions we were rerouting
22 emergency calls and the proper dispatching of the emergency
23 service calls were significantly delayed.

24 To address these concerns, the Board,
25 in 1989, commissioned a study into the emergency 911

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 operations and PSAP staffing in the Hamilton County District.
2 This study was conducted by Reed Research Associates,
3 Incorporated. The final report, submitted in April of 1989,
4 recommended an establishment of a unified county-wide system
5 to reduce delayed responses and to improve overall efficiency
6 of the delivery of emergency calls.

7 The report identified four major
8 components of the recommended unified system. They were the
9 establishment of a centralized operations center, the
10 implementation of CAD, the unification of staff, and the
11 implementation of a county-wide 800 mega hertz radio system.
12 The Board moved forward on these recommendations and were able
13 to implement three out of four recommendations.

14 In 1990 the district purchased and
15 installed a county-wide CAD system. This system connected all
16 PSAPs in the district, provided interoperability, and a rapid
17 exchange of emergency call information.

18 In 1995 the district built a 25,000
19 square foot 911 center. This center currently serves four of
20 the County's six PSAPs.

21 In 1997 the district entered into an
22 agreement with the City of Chattanooga and Hamilton County
23 to assist in paying for the purchase of a county-wide
24 800 mega hertz radio system infrastructure to provide
25 communications and interoperability between agencies. This

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 system is now being utilized by all the emergency service
2 agencies in the county, and it has been proven to be
3 invaluable to bring the emergency responses to 911 calls.

4 The district was unable to implement
5 the fourth recommendation, that being the unification of
6 staffing. Some agencies in the district were not receptive to
7 the proposal or relinquishing control of the call-taking and
8 the dispatching operations and would not agree to unify.

9 With the majority of the
10 recommendations of the 1989 study completed, the district
11 realized the true performance and levels of service in
12 Hamilton County for emergency 911 calls. But the district
13 board believed that the emergency 911 service could be further
14 improved upon, and commissioned another study in 2001 to
15 conduct an overall assessment of operations from the district
16 and to present recommendations that would move the district
17 service response to the highest feasible level. This study
18 was conducted by Drs. Michael Long and David Fraider
19 (phonetically), professors at the University of Tennessee at
20 Chattanooga.

21 The 2001 study identifies operational
22 practices that hinder the efficiency of the person doing call
23 taking in the district. The goal was to identify some
24 agencies at risk of not having adequate staffing to handle
25 increased call load in the event of a significant event.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 And more specifically, the report detailed the disadvantages
2 associated with agencies in districts that maintain
3 stand-alone call-taking and dispatch operations.

4 In support of its findings, the report
5 documented the lack of district operational standards and
6 guidelines, disparity between the departments -- between the
7 agencies -- disparity between salaries and pensions, and a
8 staffing shortfall by some of the agencies, as well as the
9 unproductive communication between staff and operation and
10 costs.

11 As with the 1989 study, the 2001 study
12 recommended unification of staffing as the model method to
13 provide the most efficient emergency call operation for the
14 Hamilton County Emergency Communications District.

15 After reviewing the findings and
16 recommendations of the 2001 study, the City of Chattanooga,
17 the district's largest PSAP agency -- chose not to support
18 unification, bringing to a standstill any plan for unification
19 of services in Hamilton County.

20 In the August 2005 board meeting,
21 board members expressed a certain concern of what appeared to
22 be a significant problem regarding abandoned 911 calls by some
23 of the agencies in the district. The Board appointed a
24 committee to review and evaluate the abandoned call problem
25 and then to report back to the entire board.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 This committee found the abandoned 911
2 call rate of the district to be unacceptable, identifying many
3 of the same problems cited in 2001 study. With recent changes
4 of administration of some of the local PSAP agencies, the
5 district board believed that the agencies would be more
6 receptive with the concept of unification of emergency 911
7 services, considering the higher level of service it would
8 essentially bring to Hamilton County.

9 In September of 2005, the Board
10 approved for the district to solicit proposals for a study to
11 increase the ability of communications between staffing within
12 the district. In a special-called board meeting in January
13 2006, the Board awarded a staffing unification study to
14 Maximus, a nationally known consultant firm. This study is
15 scheduled to begin next week.

16 Concerned with the continued large
17 number of abandoned 911 calls by the City of Chattanooga, this
18 report was given to the executive committee at its November
19 board meeting scheduled -- with the newly elected mayor of
20 Chattanooga -- to discuss the agency's unacceptable abandoned
21 911 call rate. This meeting was held in December 2005.

22 On March 22nd, 2006, in the
23 Chattanooga Times appeared, across the headlines, an article
24 that was titled "Thousands of Calls to 911 Dispatchers
25 Unanswered." This article is a result of an investigation by

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 the newspaper as to why a citizen of Chattanooga attempted to
2 report a house on fire and was unable to get an answer after
3 multiple attempts to call 911. The article detailed the
4 percentage -- that the City of Chattanooga had a 20 percent
5 rate of abandoned 911 calls for the previous month. They
6 didn't elaborate on Chattanooga's abandoned call policy for
7 the prior ten years. This report was immediately picked up
8 and reported by national and international media agencies,
9 including FOX News, CNN, and the Associated Press.

10 Subsequent to this article, the City
11 of Chattanooga has taken actions to address the problem.
12 Agencies have placed additional call-takers on each shift to
13 meet the call volume, and steps are being taken to address the
14 management issue within the communications district. This has
15 resulted in a sufficient reduction of the agency's abandoned
16 call rate.

17 The mayors for both Hamilton County
18 and the City of Chattanooga recently met with the Board to
19 discuss the problem of abandoned 911 calls and the potential
20 for unification of call taking and dispatching services. As a
21 result, both mayors have publicly voiced their support with
22 the concept of district-wide unification staffing.

23 The district continues to move forward
24 with the unification of staffing study, which is to be
25 completed in four months. Some have voiced the opinion that

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 the two earlier studies have previously identified and
2 established the need of unification; thus, the current study
3 is not needed. It has been said that the district should
4 immediately proceed with unification of staffing to address
5 the City of Chattanooga's high abandoned call ratio.

6 While it's true that the previous
7 studies did recommend county-wide unification of staff, there
8 are very compelling reasons for proceeding in orderly and
9 comprehensive manners.

10 First, the district board was always
11 looking at unification as the model in which telecommunicator
12 resources in Hamilton County could be combined, thus
13 maximizing operation efficiency. This would provide a more
14 robust and responsive emergency call service for the citizens
15 of the district. However, unification of staffing is not
16 what -- as it means to correct an individual agency of a
17 staffing problem. This currently exists in the City of
18 Chattanooga.

19 Second, the district does not have the
20 support staff and operation procedures in place that are
21 required to support unified staffing. Assistance such as
22 operations managers, supervisors, trained staff, and quality
23 assurance personnel are critical components and must be in
24 place to ensure the daily operations are performed with the
25 utmost reliability and professionalism. This is critical to

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 the task.

2 In addition, a comprehensive set of
3 operational procedures must be developed to provide direction
4 and guidance for daily operations. Failure to give careful
5 consideration to these components will jeopardize the
6 successful operations of unification in Hamilton County.
7 These must be firmly established before unification begins.

8 It is true that the recommendations of
9 the previous study are still relevant. However, the
10 supporting data is out-of-date and provides a very limited
11 amount of information to assist in formulating and
12 implementing unified staffing. The new study will provide a
13 more in-depth analysis of PSAP operations in the county, thus
14 providing a comprehensive data source that will serve as the
15 basis for developing and formulating the future direction of
16 unification of staffing.

17 The current study will take a
18 comprehensive look at the call taking and dispatching in
19 Hamilton County and provide us with a clear and precise
20 picture of the existing operation of the district, county
21 wide. It was also designed to look at other centers, similar
22 in size to Hamilton County, that have recently unified. This
23 will identify the best practices, successful government
24 models, ultimate staffing level models, agency finances
25 models, and performance benchmarks.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 Possibly the most difficult
2 performance of the unification process with emergency
3 personnel for multiple agencies to one agency is it directly
4 affects the salaries and pensions for each telecommunicator.
5 The Board is acutely conscious of the concern and uncertainty
6 of telecommunicators as talk of unification hangs heavily on
7 the cross. The unification of salaries and pensions will be a
8 difficult task, as there is significant disparity in salaries
9 and pensions that exists between agencies.

10 However, the Board and the district
11 considers telecommunicators to be valued members of a team,
12 and it is committed to work with each agency to make this
13 transition fair and equitable for each telecommunicator.

14 MS. QUESTELL: John, could I ask you a
15 question?

16 MR. STUERMER: Yes.

17 MS. QUESTELL: There is a statute that
18 says that each public safety emergency service provider
19 retains the right to dispatch its own services unless a
20 voluntary agreement is made between such provider and the
21 board of directors or the emergency communications district.
22 That's Tennessee Code 7-86-107(b). That is the statute, am I
23 right, that you-all are trying to deal with?

24 Because you have little or no power to
25 make any of the providers consolidate or unify or anything.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 It's all a matter of exercising moral leadership and having
2 studies. Am I right?

3 MR. STUERMER: That's correct. Our
4 understanding, as a district we can only make them aware of
5 the problem and try to work with them to correct the problem,
6 but it's up to the actual agency to address that.

7 MS. QUESTELL: And this is your third
8 attempt to provide that leadership -- what leadership you
9 have, by conducting a study that urges the parties to unify
10 and work together. Am I correct?

11 MR. STUERMER: That's correct.

12 MS. QUESTELL: Well, from the way I
13 read the law, you don't have much authority to do anything
14 beyond that, do you?

15 MR. STUERMER: Not from my
16 understanding.

17 CHAIR PORTER: And, John, does -- from
18 reading a lot of the newspaper articles, hopefully with new
19 administration in the city, on that level, and the city and
20 county leaders, that there may be more openness now to try to
21 correct this problem than there has been in the past?

22 MR. STUERMER: That's correct.
23 There's been more talk about it and more agreement towards
24 unification than I've ever seen. I've been in Chattanooga for
25 many years, and being on the police department, I was aware of

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 the unification issues. And I personally know the chief of
2 police in Chattanooga, and I know that he is committed to it;
3 he's on the board. The mayor has committed to it. So that is
4 a major step forward for the district to work towards
5 unification.

6 CHAIR PORTER: You know, sometimes we
7 have to go through difficult times to break through and to
8 move up to the next level. And I'm thinking that maybe what
9 is happening in Hamilton County, that hopefully now you-all
10 will be able to move up to the next level and correct a lot of
11 those problems.

12 We appreciate you coming and giving us
13 a report.

14 Is there other questions by the Board?

15 MEMBER BILBREY: Yes. Those dropped
16 calls, where were they coming from, primarily? How many
17 departments are we talking about? How many providers are
18 there actually in Hamilton County?

19 MR. STUERMER: We have six PSAP
20 agencies.

21 MEMBER BILBREY: Six. Where were
22 those dropped calls primarily coming from? You said we're
23 trying to correct one situation.

24 MR. STUERMER: The City of
25 Chattanooga, sir.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 MEMBER BILBREY: How many people are
2 we talking about in 911 down there, overall?

3 MR. STUERMER: The City of Chattanooga
4 employs 68 -- right around 120, county-wide.

5 MEMBER BILBREY: Do you have -- is
6 there any documentation anywhere, right now, that would give
7 us sort of an organizational structure of the entire
8 Chattanooga/Hamilton County departmentally; the people;
9 everything about it?

10 MR. STUERMER: No, sir.

11 MEMBER BILBREY: There's no
12 information --

13 MR. STUERMER: There is no
14 documentation.

15 MEMBER BILBREY: It's sort of a
16 piecemeal type operation: providers, providers, providers?

17 MR. STUERMER: I think it's pretty
18 much kind of statewide. Each agency runs their own operation
19 and we supply the infrastructure. And how they operate is not
20 anything we have control over. So we don't have that as part
21 of --

22 CHAIR PORTER: Any other questions,
23 discussion?

24 (Pause)

25 CHAIR PORTER: I think in asking John

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 and the folks to come up today was mainly to hear from them as
2 to what progress they are making, and also to kind of remind
3 everyone about what the law says and how the -- and in most
4 instances the 911 board doesn't have a whole lot of control
5 over the decisions in the County, as far as how they handle
6 their dispatching. It's good that we've got a lot of the
7 districts and counties and cities that work together and have,
8 you know, one, two, or three dispatchers or whatever. But
9 when it comes down to the bottom line, they still have the
10 right to do their own dispatching.

11 And from hearing from you, John, I
12 think most of the problem lies in the City of Chattanooga?
13 They have the largest number of drop calls compared to the
14 rest of the folks?

15 MR. STUERMER: That's correct.

16 CHAIR PORTER: I don't think any
17 action is due. It's basically a report coming from them to
18 us, to hear the report, so --

19 MEMBER BILBREY: One more question.

20 CHAIR PORTER: Go ahead, Charles.

21 MEMBER BILBREY: Did we determine what
22 was the major cause of the dropped calls?

23 MR. STUERMER: It's a two-part
24 problem. The major problem is understaffing. They're
25 understaffed. They do not have the personnel to answer the

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 phone.

2 The incident that was in question:

3 It's a management problem, management on communications.

4 Everybody but one call-taker goes on break at the same time.

5 So the City of Chattanooga had one call-taker.

6 So there's two problems here. The
7 overall problem of the abandoned-call problem is a staffing
8 issue.

9 MR. HOLLAWAY: Mr. Chairman, I just
10 want to clarify, too. I don't think they were really dropped
11 calls; they're abandoned calls. Calls where the call took so
12 long to answer, the caller initially -- or ultimately hung up.
13 But they weren't dropped.

14 So they never -- yeah, right. But
15 they weren't dropped. We don't want you to think they were
16 answered and then dropped, because that's a different problem.

17 MEMBER BILBREY: But the guy out there
18 on the other end -- they weren't answered.

19 CHAIR PORTER: Right. He may have
20 hung up and turned around and called back five or six more
21 times or hung up and not called back at all.

22 MEMBER BILBREY: But the first time,
23 it should be answered. We may not have that many calls to
24 deal with if the first one was answered to start with.

25 MR. HOLLAWAY: Let me just add one

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 more thing here. John, I may have missed it: A lot of large
2 call centers have a delay announcement that comes on once the
3 system realizes that no call-taker is available to answer a
4 call. Do you-all use a delay announcement?

5 MR. STUERMER: Yes, we do. But then
6 that comes back to you, too. If you don't have the proper
7 emergency staff to handle it originally, you have a large
8 amount of abandoned calls, and then you have a significant
9 delay in calling those back. They have to answer calls coming
10 in before they can return those.

11 MR. HOLLAWAY: And a lot of large
12 centers are even criticized for that. Even if the caller gets
13 an announcement that says don't hang up, they perceive that to
14 being put on hold. That's almost as bad as not being
15 answered.

16 MEMBER BILBREY: Right. If somebody
17 is dying out there, five, six, seven, eight minutes makes a
18 big difference to them.

19 MR. STUERMER: I might have
20 misunderstood you. We don't have a message. It presents
21 itself as an abandoned call to the telecommunicator.

22 MR. HOLLAWAY: Memphis Police may be
23 the only one, I'm aware of, in the state that uses the delay
24 announcement. And they get criticism on that, too. So it's a
25 no-win situation, I guess.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 CHAIR PORTER: I think, John, you know
2 the Board is behind you-all fixing the problem there with
3 whatever it takes, and any way we can help you or assist you,
4 why, you know we're there for you.

5 MR. STUERMER: Thank you.

6 CHAIR PORTER: If you-all would like
7 to, we'll take a real quick five- or ten-minute break. And
8 we're going to try make it five or ten minutes and be back
9 here by 11:00 so we can move on.

10 (Break in the proceedings.)

11 CHAIR PORTER: Okay, we'll come back
12 to order. The next item on the agenda is to consider a
13 request by Roane County ECD for funding of a backup PSAP.

14 I'm going to ask, instead of standing
15 at the podium, if you would, sit at this one (indicating).
16 Because the mic at the podium is not working real well. So if
17 you would just have a seat and sit down.

18 If you can, make it as short as
19 possible, we have a lot of business.

20 MR. HOOKS: Thank you, Mr. Chairman,
21 honorable members of the board, and Ms. Lynn, in the
22 outstanding work that you-all do here in Nashville.

23 We come before you today with a
24 request that's kind of unique. I am located in an industrial
25 park with certain industries with all kinds of chemicals

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 hauled in by different types of trucklines and major
2 railroads. There's some to the right side of me; I-40 is
3 behind me. We're located, pretty much, right there before the
4 mines. Some of us that's been around for a long time remember
5 the mines. We're right at the base of that mountain.

6 We're probably one of the few counties
7 that doesn't have a backup PSAP. And we're in a geographical
8 location, I guess it's called the lightning. We had a study
9 done -- and we call him a lightning guru. He's an expert that
10 goes around to airports and all these places and tries to help
11 them prevent lightning strikes.

12 When they visited our facility after
13 the second lightning strike that put us each time out of
14 business, he checked all my wiring, my electrical, my UPS
15 systems, and everything was according to Motorola code,
16 federal code, and he advised in a letter back to the Board
17 that we were just in a location that was prone to that type of
18 activity.

19 We're here today to ask -- and we want
20 to commend the Board and the ones that worked hard coming up
21 with this grant money, the \$150,000, I think it's going to
22 help the districts tremendously, whether they use it for
23 recorders or what else.

24 You probably took care of a lot of
25 mine in the second item on your agenda, the Tier 1 and Tier 2,

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 I could probably fall under both. What I'm asking for is if I
2 would be permitted to use this grant money toward a backup
3 PSAP for our county.

4 To take that a step further -- and
5 we're willing to put funds with this, as a district. Our
6 County is willing to put funds with this. It's a cooperative
7 effort. Our EMA director is committed in helping.

8 We would like to do a mobile 911
9 center backup, complete backup center. That's with recorder;
10 the phone system; satellite phone system; a patching system;
11 a PSAP. And how -- a minimum of two drops in our county to
12 where that we can deploy to that in case our center goes out
13 where we're back in operation.

14 Last year, unfortunately, we were
15 called upon to go and help our neighbor, Morgan County, in
16 their events up there. We were just like them. We were out
17 in the water in a boat with no oars. We had very limited
18 technology, but we did all we could do. And they appreciated
19 it.

20 But that's what I'm here for today,
21 Mr. Chairman, is just to ask that to loosen maybe the purse
22 strings -- if that's the terminology -- and to look at what
23 we're trying to do in Roane County to service the people not
24 only in Roane County, but our neighbors in Rhea County and
25 Morgan County.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 I've already talked to with
2 Ms. Jennifer in Louden County. They have a trailer that's
3 similar to what I'm doing. And our EMA director has bought
4 the ACU 1000 that patches the radio frequencies together. So
5 if we can go mobile, we can patch his trailer and it's
6 probably not anything that we will not be able to master.

7 CHAIR PORTER: Mike, I think you're
8 right. Probably when we changed the -- amended the \$150,000
9 grant and opened it up, you know, you would make your
10 request -- if you met all the other criteria in your center,
11 you would make that request to Staff, and then it's reviewed.

12 I don't think -- would the Board need
13 to take any other action for them to spend their money on that
14 other? Then it would go through the same review process as
15 everybody else.

16 A couple of points, though, that I
17 would make that might help you. There's a lot of Homeland
18 Security money, regional Homeland Security money out there.
19 I know our region that covers Cumberland, we got about
20 3.8 million in the last two or three years for that region.
21 We actually took part of that money and made mobile 911
22 centers. I guess, how is your regional Homeland Security
23 being spent?

24 MR. HOOKS: We have like five rural
25 volunteer fire departments, and each of those fire departments

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 have substations that had a lot of need. A lot of these small
2 police departments had a tremendous amount of need. We were
3 able to get money, some money.

4 Now, our EMA director, the money that
5 he's committed toward the PSAP that will go into this unit, is
6 coming through Homeland Security. So it's a cooperative
7 effort.

8 And let me add this: A couple of
9 years ago now, you-all approved a rate increase for Roane
10 County. That has been very helpful. We have a brand new
11 administrative building. We had outgrown the 911 center
12 because our admin offices and dispatch offices were all
13 combined. We had the inmates from Brushy Mountain Prison
14 to come down and build an administrative building for 56,000;
15 a turn-key job. We have a nice office. I invite any of
16 you-all to come -- or all of you -- come by and tour our
17 facility.

18 We have a Barry backup system bought
19 within the last four months that will maintain my center for
20 two hours, guaranteed. We have a new recorder. We have a new
21 PSAP -- probably one of the last PSAPs that Fred Lamar sold in
22 his -- it's a Z-Com (phonetic). It's in his chair. And he
23 sold it saying it was very capable of Phase 3. So we're
24 sitting there ready.

25 But we would just like to take this

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 money and use it at a backup in case our center goes down
2 again.

3 CHAIR PORTER: One other thing, and
4 I'd like to make a recommendation to the Board that we look
5 at -- you know, Mike, you said that you were one of the few
6 counties that probably didn't have a backup PSAP. In my mind,
7 from my travels across the state in the last several years, I
8 would think that most of the counties do not have a backup
9 PSAP. Maybe some of the larger ones do, like Shelby and some
10 of those, but most of them don't.

11 We have an Operational Committee that
12 Rex is chairing, and it's studying right now operations. I'd
13 like to see that committee look at the backup problems that we
14 have, and maybe look at something on a regional backup, too.
15 One that maybe one PSAP could back up, you know, several other
16 PSAPs. And let that committee take a look at that, and we'll
17 bring back a report that will go back to TACIR at a later
18 date. If the Board doesn't have any objection to that.

19 MR. HOOKS: That would be a great
20 idea, Mr. Chairman. And I will close with this: The
21 surrounding counties that surround us have the same problems
22 that we have, and I believe in being good neighbors and
23 helping one and another out. So a joint effort would
24 certainly be appreciative.

25 Thank you, ladies and gentlemen, I

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 won't take up no more of your time.

2 CHAIR PORTER: Thanks. Appreciate it.

3 The next item on the agenda is to hear
4 from the Bledsoe County folks; hear a report on their outage,
5 the 911 outage that they've had.

6 Bledsoe County folks that are here
7 today -- I'm sorry. I skipped one on the agenda. We've
8 already got -- you-all are up here. I think it will be short.
9 So if the Hawkins County folks will just bear with us, we'll
10 go ahead and just do this one. I've already got you up here.

11 Sorry. I'm sorry.

12 Bledsoe. Who is going to be the
13 actual spokesperson for Bledsoe today?

14 MR. ROGERS: Our director, Patricia
15 Edmons, will be the spokesperson.

16 CHAIR PORTER: For the audience and
17 the board members, Bledsoe had a major 911 outage recently and
18 went through a major nightmare of trying to get back online
19 and get it repaired. And because of all the problems they
20 had, and so forth, we thought it was major enough that we
21 needed to hear from these folks and try to see if there was a
22 way that we could help them and make sure this doesn't happen
23 again.

24 Patricia, the only thing I ask is that
25 you make it brief. And if you've got a written report you'd

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 like to submit to the Board, we'll be glad to take that. But
2 just make a brief statement about what happened, and if the
3 Board has any questions.

4 MS. EDMONS: I'm Patricia Edmons --

5 CHAIR PORTER: Talk directly into that
6 mic.

7 MS. EDMONS: I'm Patricia Edmons, the
8 director of Bledsoe County 911. In January both of our
9 servers died. At the end of March they were back up and
10 running.

11 CHAIR PORTER: And --

12 MS. EDMONS: You said brief.

13 (Laughter)

14 CHAIR PORTER: Tell us why you're
15 servers died.

16 MS. EDMONS: Mother boards and hard
17 drives went out in both of them at the same time.

18 CHAIR PROTER: We're talking about a
19 brand new system that you just put in, what, about a year
20 before?

21 MS. EDMONS: We went live operational
22 August 20th of 2004.

23 CHAIR PORTER: And a lot of the
24 problems that you had getting your system back up involved
25 your vendor that provided the system and to get them to come

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 work on the things, and possibly not having a maintenance
2 contract?

3 MS. EDMONS: Not having a maintenance
4 contract.

5 CHAIR PORTER: So from the date that
6 you went down, until you came back up, was about how long?

7 MS. EDMONS: Two and a half
8 months.

9 CHAIR PORTER: During this time
10 you-all basically operated -- well, basic 911. You got the
11 call, but you did not get any kind of data with the call; is
12 that right?

13 MS. EDMONS: That's correct

14 CHAIR PORTER: Do you think you've
15 addressed the issue to the point, now, that you could prevent
16 that or at least prevent it from being down that long in the
17 future?

18 MS. EDMONS: We're looking at getting
19 a contract.

20 MEMBER LOWRY: My question would be,
21 do you have a maintenance contract in operation now?

22 MS. EDMONS: No.

23 MEMBER BILBREY: Are you going to get
24 one?

25 MR. ROGERS: We voted at the last

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 meeting to have a contract.

2 CHAIR PORTER: I would think most 911
3 centers -- there may be some of them that don't, that have
4 some expert computer folks that actually work for the district
5 or the County that help take care of it, but I would think
6 most of them have 24/7 maintenance contracts that require
7 vendors to be on site within a four-hour time frame. So that
8 might fix a lot of your problems, making sure that doesn't
9 happen.

10 MEMBER BILBREY: What kind of problems
11 did you have? You said you answered the calls. Did you have
12 any major catastrophe during that two and a half months or did
13 you operate all right or what?

14 MS. EDMONS: We operated -- you know,
15 we had to ask them the questions: What's your phone number?
16 What's your address? Are you living in the city or county?
17 If the dispatcher was not familiar with the area.

18 MEMBER BILBREY: Did you not have an
19 abundance of calls so that you could handle them all right, or
20 what --

21 MS. EDMONS: We only have one
22 dispatcher on duty in a 12-hour period anyway. We didn't have
23 no more calls while the system was down than we have when it's
24 up and running.

25 MEMBER BILBREY: So you did operate

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 all right without any major problems? That's the question.

2 MS. EDMONS: The dispatchers operated
3 all right; not me. It was my nightmare.

4 MEMBER BEEHAN: Did you feel the
5 public was well-served during this time? Maybe not to the
6 ability that you would like to have, but were there any things
7 that slipped through the system because the server was down
8 that people didn't get service?

9 MS. EDMONS: No, I think they got the
10 service. The 911 calls, the lines operated during that time,
11 so it was just more question asking; verifying addresses and
12 phone numbers.

13 MEMBER BEEHAN: But ultimately, the
14 service -- the fire department, the police, the rescue got
15 dispatched, nobody -- that's my question.

16 MR. BILLINGSLEY: Fortunately, since
17 our 911 system has not been up that long, we were still
18 kind of used to -- you might say -- of doing it the old way.
19 So some of our dispatchers there was used to that, that part
20 of the system. So it really didn't affect us as far as any
21 dropped calls, any missed calls, or anything like that. Maybe
22 an extra minute of delay here and there, but really no tragedy
23 whatsoever.

24 CHAIR PORTER: No loss of life?

25 MR. BILLINGSLEY: No, sir.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 CHAIR PORTER: You-all -- and I know
2 that there's financial problems in Bledsoe, with your
3 district. Are you-all going to be able to fund this
4 maintenance contract? Have you already worked out the
5 funding?

6 MR. ROGERS: Yes, we have.

7 CHAIR PORTER: Is the County going to
8 be giving you support, you think, in the future, to try to
9 make the operation work down there?

10 MR. ROGERS: I don't know. They don't
11 want to raise no taxes or anything, I know that.

12 THE CHAIR: I think in reading Lynn's
13 article in the county paper -- for those of you-all that read
14 it. I think this one kind-of falls into that thing, you know,
15 Counties and Cities can't expect 911 to pay the burden and all
16 of the cost that they had to pay for before 911 came into
17 existence. You-all may be the perfect example where there
18 needs to be some more help from your City and County. I'm
19 afraid you're going to be back as a financially distressed
20 district, real quick, if something doesn't change down there.

21 MR. ROGERS: See, the Sheriff's
22 Department was the one that dispatched before we took over the
23 911 calls. And now they're using those dispatchers as jailers
24 down there, so they're still having to pay those people the
25 same amount of money, but they're only doing jailer work now

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 instead of dispatching.

2 CHAIR PORTER: Other questions from
3 the Board?

4 (Pause)

5 CHAIR PORTER: And I know that Rex
6 worked with you to try to help some of these things -- these
7 problems get solved. I'll just remind you, in the future if
8 you have an outage -- 'cause we have a policy if it's going to
9 be more than 30 minutes, that you have to notify the Board.
10 And we're not trying to take over, but there are a lot of
11 times we can get folks together that will help you, that will
12 get you back up. And if Rex has to -- he's got a truck now --
13 we'll send him wherever he needs to go to and he'll be on site
14 with you. He has a lot of years of expertise that might help
15 you get some of that stuff back up.

16 Any other questions from the Board?

17 (Pause)

18 CHAIR PORTER: We appreciate you
19 coming and telling us about it. Hopefully that won't happen
20 again. And if you'd keep us apprised as to when that
21 maintenance contract goes into effect, that will help us a
22 lot, if you'll just let Lynn know.

23 Thank you.

24 MR. ROGERS: Thank you.

25 CHAIR PORTER: Now, Hawkins County can

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 come up.

2 (Pause)

3 CHAIR PORTER: If you-all just make
4 sure you talk real loud into the mics so we can hear you.

5 If you want to introduce yourself.

6 MR. SANDERS: I'm Charles Sanders.
7 I'm chairman of Hawkins County 911. We have a county mayor
8 and a board member. Crockett Lee over on my left.

9 MR. LEE: Crockett Lee, Hawkins County
10 Mayor.

11 CHAIR PORTER: Glad to have you with
12 us.

13 To start with, I'm going to let Lynn
14 talk just a few minutes. I think she's got some stuff she
15 would like to read for the record.

16 MS. QUESTELL: At the last meeting,
17 the Board considered the fact that the Hawkins County
18 Emergency Communications District had failed to provide audit
19 reports for the past two fiscal years, in violation of
20 Tennessee Code Annotated 7-86-113. The Board had directed
21 both the director and the chairman to appear at that meeting.
22 The director and the secretary appeared, but not the chairman.
23 And after hearing from the director and secretary, the Board
24 directed Staff to investigate the situation.

25 Staff conducted an extensive record

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 review and then made a site visit on February 9th. Mr. Lowry
2 and Mr. Rich accompanied Staff. We met with the director,
3 Gay Murrell; the chairman, Mr. Charles Sanders, who is here
4 today; and the County Mayor, Mr. Crockett, who is also here
5 today; and some other board members. Staff then drafted a
6 memo to the Board and made some proposed findings. And we
7 would ask the Board today to consider whether to adopt,
8 reject, or amend those findings.

9 But before that, of course, the
10 affected parties must have the opportunity to comment on the
11 proposed findings. And we asked for the director to appear
12 today, but I am so sad to tell you that she has had a death in
13 her family and she will not be here today.

14 So I would ask our attorney,
15 Carolyn Reed, to read the proposed findings and then
16 Mr. Sanders and Mayor Lee would have the opportunity to
17 comment on them.

18 MS. REED: Proposed finding number 1:

19 The TECB's 2001 statement that, "The
20 minimal rate increase is only sufficient with the continued
21 annual appropriation by the Hawkins County Commission" was
22 correct. The \$50,000 decrease in the County's contribution in
23 the last two years has put continued operation of the ECD at
24 risk. The ECD cannot continue to operate under its current
25 revenue stream.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 In passing the 911 law, the General
2 Assembly did not contemplate that 911 would cover all
3 expenses, including dispatching. Counties and municipalities
4 provided dispatching long before the law creating emergency
5 communications districts was passed. Tennessee Code Annotated
6 7-86-103(9) defines the parameters of 911 service as including
7 "lines and may include the equipment necessary for the
8 answering, transferring, and dispatching of public emergency
9 telephone calls originated by persons within the serviced area
10 who dial 911."

11 Ideally, personnel costs for the
12 dispatching are shared by the governmental entities whose
13 citizens receive the benefits of the dispatching service. The
14 law encourages such interlocal cooperation in providing
15 emergency communications. Hawkins County and the other local
16 governments receiving service from the ECD are encouraged to
17 contribute to the district to cover the costs of the
18 dispatching they receive.

19 That was finding number 1. We need to
20 add an additional note that the County Commission authorized
21 an additional \$40,000 to assist in covering operational
22 expenses on February 26, 2006.

23 Finding number 2: The ECD chairman
24 and board of directors have not, in recent years, successfully
25 satisfied their responsibilities to provide leadership in

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 regard to the operations of the ECD, particularly with regard
2 to monitoring the ECD's fiscal health.

3 The record fails to show that they had
4 considered available means to increase revenue. These include
5 consideration of whether to commence the process of increasing
6 the emergency telephone service charge on landlines in Hawkins
7 County or taking advantage of the TECB's financial incentives
8 to consolidate with a neighboring rural ECD.

9 The record fails to show that the
10 board of directors has deliberated on the issue of who holds
11 its leadership positions in years.

12 The record fails to show that the
13 Chairman used his leadership position to actively engage the
14 board of directors in the business of the ECD. The record
15 shows no attempt by the Chairman to correct the attendance
16 problem or to make the board members aware of the ECD's
17 declining fiscal condition. Nor does the record show that he
18 has proposed ways to improve the ECD's finances, such as
19 seeking additional funding from the TECB, or that he took
20 steps to assure that the annual audits were timely obtained.

21 The record shows that the Chairman
22 failed to appear at the January TECB meeting after being
23 directed to do so, and that he provided no evidence to
24 substantiate his statement that he had a prior commitment.
25 His statements regarding prior commitments were vague, at

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 best. Even if he had a prior commitment, his lack of a
2 response of the Board's directive to appear is troubling and
3 demonstrates a lack of effort and leadership at a time when
4 the ECD was experiencing serious financial problems.

5 MS. QUESTELL: There's another issue
6 that Staff would like the Board to consider making an
7 additional finding on, and that's whether to make a finding
8 that the appointment of most -- if not all -- of the Hawkins
9 County Emergency Communications District board members was
10 inconsistent with the requirement of Tennessee Code
11 Annotated 7-85-105(b), which requires the county mayor to
12 appoint members of district board of directors, and they would
13 then be subject to confirmation by the county legislative
14 body.

15 Since 1990, the Hawkins County
16 Emergency Communications District has been selecting its
17 members pursuant to a resolution adopted by the county
18 commission which established a seven-member board comprised of
19 representatives selected by the city mayor, various city
20 police departments, the county sheriff's department, the fire
21 department, EMS, the county hospital, and the county
22 commission.

23 The county commission passed another
24 resolution in 1998 and added an eighth member, who was a
25 surgeon and a member of the hospital trauma team, who acted as

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 the Board's medical advisor. While we were in Hawkins County,
2 we were told that the code 7-86-105(b)(4) was passed
3 specifically for Hawkins County, and that subsection
4 authorizes the legislative body of the county to appoint an
5 additional two members to the board for -- additional two
6 members of the board of directors. But that provision does
7 not authorize the selection process that's presently being
8 used to select members of the board of directors.

9 Staff asks the Board to make a
10 finding -- an additional finding -- that the Hawkins County
11 board members have not been appointed consistent with
12 Tennessee Code Annotated 7-86-105(b)(1), which provides a
13 county mayor name between seven and nine appointees to
14 ECD boards of directors with confirmation by the county
15 commission.

16 We don't recommend that you make any
17 finding as far as the application of 7-86-105(b)(4), which
18 talks about the county commission's additional right to
19 appoint two members. We're not saying it does apply. We're
20 not saying it doesn't apply. We're just saying don't go
21 there.

22 Thank you, sir.

23 CHAIR PORTER: Do we need to vote on
24 that individually or do we vote on all of this at the same
25 time as far as --

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 MS. QUESTELL: I think you can vote on
2 it all at one time.

3 CHAIR PORTER: Okay. So you've heard
4 Staff report on the findings, and now I'll allow the Hawkins
5 County folks, if you would like, to respond to any of those
6 findings.

7 MR. SANDERS: At the last board
8 meeting the Board voted to obey all the state laws and
9 proposals set by this board. So we'll agree to whatever you
10 say.

11 CHAIR PORTER: Mayor?

12 MAYOR LEE: The present board is
13 acting as the operating board until I name a new board and
14 have the approval. And we have started meeting once a month
15 instead of quarterly until we get this thing straightened out.

16 I might add, the appropriation -- the
17 last \$25,000 of this year's County contribution hasn't been
18 paid, too.

19 CHAIR PORTER: Okay.

20 MS. QUESTELL: Don, have we received
21 the audit reports, yet, from the comptroller's office?

22 MR. JOHNSON: I checked yesterday, and
23 the person I was -- you know, talking to, wasn't in yesterday.
24 But we haven't received them.

25 CHAIR PORTER: We have not received it

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 or the comptroller's office has not received it.

2 MR. JOHNSON: We and they have not.

3 CHAIR PORTER: Can you bring us up to
4 date on that?

5 MAYOR LEE: Who is that, the
6 comptroller's? Is that come from the auditor or --

7 CHAIR PORTER: It comes from the
8 auditor, whoever you hired for your board to do your audit.

9 MAYOR LEE: Ellis, I believe, is our
10 accountant.

11 MR. SANDERS: Mr. Mickey Ellis from
12 Greene County is doing the audit. He's does Greene's County
13 911 audit. I was under the understanding that everything has
14 been taken care of.

15 CHAIR PORTER: Has he presented the
16 Board with --

17 MR. SANDERS: He's presented to the
18 Board. And I thought it all had been sent it. And I thought
19 he had sent it down here.

20 MS. QUESTELL: And it has not been
21 received by the comptroller's office, as of yesterday.

22 CHAIR PORTER: Don, if they go -- if
23 you could go back and make sure that you call him and tell him
24 to make sure -- he has to send that into the comptroller's
25 office. Do you want them to send you a copy of what they've

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 already got?

2 MR. JOHNSON: Sure.

3 CHAIR PORTER: So if you'll make sure

4 Don gets a faxed copy of it, too. Hopefully tomorrow

5 sometime, if you could.

6 You heard the findings, do you-all

7 take issue with any of the findings?

8 MR. SANDERS: We take no issue with

9 the findings. We've agreed to accept all of these findings as

10 is and work toward correcting them.

11 CHAIR PORTER: I guess the next -- the

12 next item will be for the Board to accept the findings, as

13 presented to you by Staff. You heard the findings, is there a

14 motion to accept?

15 MEMBER COBB: I so move.

16 CHAIR PORTER: Ms. Cobb moves, do I

17 have a second?

18 MEMBER VICKERS: Second.

19 CHAIR PORTER: Second by Mr. Vickers

20 to accept the findings on the Hawkins County ECD as presented

21 by Staff. Is there discussion?

22 Mr. Beehan.

23 MEMBER BEEHAN: Thank you for agreeing

24 to do this, I think it's been shown here as things you would

25 do. We'll take this into consideration that you're willing to

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 comply with all of this. Let me ask you this, though: What
2 date would you say you're going to do this? Do you have a
3 target date?

4 MAYOR LEE: Well, probably within the
5 next 30 to 60 days, I'll be able to name a board.

6 MEMBER BEEHAN: And there's dates, I
7 think, the financial situation, your audit will be due.
8 There's a lot of things, if you would put a date on it.

9 MAYOR LEE: This audit, I will get
10 this to him tomorrow, hopefully. We can fax it over or send
11 it overnight and get it to him quick.

12 MR. SANDERS: I was under the
13 understanding that the comptroller already had that audit.
14 Because we had and he was supposed to --

15 MEMBER BEEHAN: Regardless, if it's
16 been done, plus the fact that meeting schedules could be made.
17 There's a lot of to-dos on here. And I know you said you want
18 to do it, but I really would like to see some dates on when
19 some of this will be done, give a hard date by -- you know.
20 You pick them out. I know that if you're in business and
21 everything else, if you don't have a date, sometimes, you just
22 kind of go: We're getting ready or we're getting ready to get
23 ready. And we don't need to get ready to get ready anymore.
24 Okay?

25 MAYOR LEE: Right.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 MEMBER BEEHAN: We need to get this
2 done.

3 MEMBER BILBREY: Along with that, what
4 kind of a reporting function do we have here between the
5 Staff, so that we can be informed on what's going on and the
6 progress and all that? How do we do that? We want to keep up
7 with this.

8 MS. QUESTELL: We would simply ask
9 you-all to please report to us as you make progress.
10 Actually, we would very much like to get a timeline on when
11 you're going to be accomplishing these things. And then
12 report on your accomplishments.

13 MR. SANDERS: Hasn't our director been
14 in contact with you by e-mail and so forth?

15 MS. QUESTELL: Yes.

16 MAYOR LEE: And I have been in contact
17 with you by e-mail, too?

18 MS. QUESTELL: Yes, sir.

19 MEMBER BILBREY: And when we say --
20 not just contact, but a reporting-type function, so we can
21 keep up with the progress you're making.

22 MEMBER BEEHAN: These findings are
23 pretty substantial, and we're talking about public services,
24 here, to a community, and I, for one, as a board member, take
25 these very seriously. And I know the rest of you do, too.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 Part of our responsibility, in my mind, is to see this is
2 done.

3 CHAIR PORTER: I don't think we have
4 any choice. The way the law reads, we have oversight over
5 these districts to make sure that these things happen.

6 MEMBER BILBREY: That's exactly right.
7 We have to. And we have to know -- if it doesn't happen, then
8 we have to take other actions.

9 CHAIR PORTER: Right.

10 MS. QUESTELL: Excuse me. Sorry.
11 Would it be possible for you to just simply provide me with a
12 monthly report of your progress, along with the timeline?
13 Just every month, I can expect -- at the beginning of each
14 month that you will inform Staff of the meetings and the
15 progress that you are making, so that we can just expect a
16 regular report?

17 MR. SANDERS: Could we do that the
18 second week, because we meet the first Thursday of the month,
19 the board does.

20 MS. QUESTELL: Yes. You're certainly
21 welcome to set the date per month.

22 MR. SANDERS: Okay. That would be
23 better, if we could do it the second week.

24 MEMBER BEEHAN: I would also add that
25 this be put on the agenda for the next meeting for an update.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 CHAIR PORTER: That would be great.

2 Mayor, the Staff made a lot of
3 recommendations, and I think, one of mine I'm pushing on is
4 the appointment of the board members. Are you planning on
5 replacing all the existing board members with a totally new
6 board?

7 MAYOR LEE: It may be all; it may be
8 part. I'm not sure yet. I've talked to -- I want to try to
9 talk to the ones that are on there, as well as prospective
10 ones, also, to get a board that's interested and that will
11 work.

12 CHAIR PORTER: Okay. Any other
13 questions or comments by the Board?

14 (Pause)

15 CHAIR PORTER: Everybody understand we
16 would expect the report monthly. I know that your director
17 has been really good to respond to Lynn, and I think they've
18 developed a really good relationship. So I think that will
19 happen. But, Mayor, making sure that the Board -- you know,
20 keep us apprised what's been going on, through her. And make
21 sure we get some dates, like Mr. Beehan proposed, when all of
22 this stuff is going happen.

23 MEMBER COBB: At the next board
24 meeting, you're going to put on the agenda that the mayor and
25 the new director or the new board will attend?

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 MAYOR LEE: I would hope so. I will
2 be able to be here.

3 CHAIR PORTER: We would hope that,
4 Mayor -- you know, it will probably be a couple months before
5 our next board meeting, and that would give you enough time to
6 appoint your board members so we will know who your board is
7 going to be.

8 Any other discussion?

9 CHAIR PORTER: I don't think we've
10 voted yet on the findings. You've heard the -- all the
11 findings and the recommendations and so forth, and you've
12 heard from Hawkins County. Is there any other discussion on
13 the Hawkins County things?

14 (Pause)

15 CHAIR PORTER: Hearing none, all in
16 favor of acceptance say "aye."

17 THE BOARD: Aye.

18 CHAIR PORTER: All opposed, like sign.

19 (Pause}

20 CHAIR PORTER: Motion carried.

21 Thank you.

22 MR. SANDERS: Thank you.

23 CHAIR PORTER: We hope to hear good
24 things from Hawkins County.

25 The next item on the agenda is to

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 consider a request for extension of time on the completion of
2 GIS mapping systems. I think most of them are real close.
3 So, Lynn, you want to tell us about that?

4 MS. QUESTELL: Yes.

5 At an earlier meeting, the Board set a
6 deadline of December 31st, 2005, for districts to obtain
7 contracts for a GIS mapping system. Lauderdale and Haywood
8 Counties did not meet that deadline, and the Board gave them
9 until July 1 before they would start losing money from the
10 grant. The Board set March 31st as the deadline for districts
11 that had not requested the GIS mapping reimbursement but had
12 met the December 31st deadline to get their contracts in
13 place.

14 And I'm happy to tell you that all the
15 districts, except one, have deployed the GIS mapping system.
16 The only one that has not is Oak Ridge, and Pam Breeden is
17 here to tell you about that.

18 Thank you very much for coming, Pam.

19 CHAIR PORTER: I thought you were one
20 of the first, Pam. I was wondering why you were here. Have a
21 seat.

22 MS. BREEDEN: Thank you.

23 CHAIR PORTER: State your name for the
24 reporter.

25 MS. BREEDEN: My name is Pamela

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 Breedon. Thank you, Mr. Chairman, the Board, and the rest of
2 your staff.

3 I'm a sergeant with the Oak Ridge
4 Police Department. And one of my duties is project manager
5 for the GIS mapping for wireless. We are not online. We are
6 deep into the project.

7 I currently have test software running
8 at the station. We have all the hardware in-house and being
9 installed this week. We are requesting the Board an
10 extension -- two or three years --

11 (Laughter)

12 CHAIR PORTER: You never can tell.

13 MS. BREEDEN: One of the issues that
14 we have had, we could have bought a can product and been
15 online. We have an integrated information system that
16 includes records management, CAD, and mobile. I am trying to
17 develop a project that both exceeds your expectations and also
18 one that will integrate with our system, looking toward the
19 future.

20 And one of the additions that we have
21 is to provide our officers in the field all of the data that
22 is available to the call-taker and dispatcher. We have a ADL
23 card, as well as a mobile application. So we are looking and
24 basically are custom building. Our vendor, BBTI -- who has, I
25 believe, the Sevier County contract for mapping -- is working

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 to integrate the mapping application with our CAD system so
2 that, ultimately, not only will my dispatchers have the
3 location of all the 911 calls, but my officers in the field
4 will have that, also.

5 To allay, maybe, some concerns about
6 what we're doing now: Our call system and CAD currently
7 brings latitude and longitude in on our 911 calls. We have in
8 the dispatch center a map that is spatially referenced, and we
9 can manually -- excuse me -- we can manually plot those calls.

10 CHAIR PORTER: I knew you-all had --
11 several years ago I looked at your system when coming through
12 there from a state board meeting in East Tennessee, and I was
13 very impressed. So you have all the pieces and parts, and
14 actually more than what most district do. You just can't
15 actually automatically plot those calls?

16 MS. BREEDEN: That's correct. That's
17 correct. The biggest delay we've had is -- I don't want to
18 vendor bash, but integrating the systems with a variety of
19 vendors who each have proprietary software.

20 CHAIR PORTER: How much extra time do
21 you think you need?

22 MS. BREEDEN: We should be online by
23 July 1, if that's the standard.

24 CHAIR PORTER: And I think that's what
25 we gave the other two counties. And they have a great system,

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 I was surprised that they couldn't do an automatic plotting.
2 Because you've had GIS mapping for years now.

3 MS. BREEDEN: Yes, sir. And one of --
4 to relate back to some of the information we shared earlier,
5 one of the requirements we had was that our vendor be
6 state-base mapping compliant, so that when we get updated
7 street files we'll be able to just go ahead and put those in
8 the system.

9 CHAIR PORTER: That would be great.
10 You've heard the request from
11 Oak Ridge that we give them to July 1st, as we did the other
12 two districts, to have their GIS mapping system online.
13 What's the will of the Board?

14 MEMBER VICKERS: So moved.

15 MEMBER LOWRY: Second.

16 CHAIR PORTER: I have a motion and a
17 second that we approve the request. Any discussion?

18 MEMBER BEEHAN: I promise to
19 physically go look at that.

20 CHAIR PORTER: Can you take pictures
21 for us?

22 MEMBER BEEHAN: I can take pictures.
23 But I can tell you that Pam is one of the best.

24 MS. BREEDEN: If I'd known he was
25 going to be late, I would have given him a ride.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 (Laughter)

2 CHAIR PORTER: Any discussion?

3 (Pause)

4 CHAIR PORTER: Hearing none, all in
5 favor of the motion say "aye."

6 THE BOARD: Aye.

7 CHAIR PORTER: All opposed, like sign.

8 (Pause)

9 CHAIR PORTER: Motion carried.

10 Thank you, we appreciate that. Take
11 care of him, now. Okay?

12 Next item on the agenda is consider
13 status of Polk County ECD as whether it's a financially
14 distressed district or not. Lynn.

15 Do we have folks from Polk County?

16 (Pause)

17 CHAIR PORTER: If you'd state your
18 names for the record, please.

19 MR. LOFTY: My name is Steven Lofty,
20 I'm chairman of the Polk County 911.

21 MR. WATKINS: My name is Lee Watkins.

22 CHAIR PORTER: Lee, good to see you.

23 MS. BROWLIN: Theda Browlin
24 (phonetically), one of the board members.

25 CHAIR PORTER: Okay, have a seat.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 Grab your microphone, or share that microphone with Lee.

2 Don, you want to start off with

3 Polk County and tell us a little bit about what we're doing?

4 MR. JOHNSON: All right, Mr. Chairman.

5 Polk County is here because they were

6 classified as being a financially distressed district, and

7 that is basically having one of three criteria of three

8 consecutive net losses in three years. So they're coming here

9 today to talk about their situation.

10 I'm going to go through their case

11 study here. Their chairman is Steve Lofty. And right now

12 they do not have a director. The population for the county is

13 16,050. And they are a Tier 5 district.

14 Right now their rates are 65,

15 residential; and \$2, business. They do not have any employees

16 right now. And they service -- well, they have two PSAPS.

17 One is the Polk County Sheriff's Department in Benton,

18 Tennessee. The other one is the Polk County Sheriff's

19 Department in Ducktown, Tennessee.

20 As far as outstanding debt, they have

21 one with Pictometry of 22,000. They entered into that

22 agreement with Pictometry for additional software, which was

23 the GIS mapping system, and they have already paid for half

24 the cost. Apparently -- well, as of January their cash was

25 \$54,000 in the bank.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 They function six agencies, which is
2 the Polk County Sheriff's Department, the Benton City Police,
3 the volunteer fire department, Ducktown City Police,
4 Copperhill Police, and TransMed Ambulance service. The most
5 recent number of customers is: For residential, they have
6 6,167; for business, they have 1,073. And they have six 911
7 trunk lines, and two administrative lines. Their service
8 provider is BellSouth. And at this particular time, they do
9 not have an interlocal agreement with the Polk County
10 Sheriff's Department.

11 And as you see on number 12, their
12 change in net assets in the past -- for 2002 and 2003 and '04,
13 they did have negative net assets. Which the classification
14 used to be net income or net loss, but that classification has
15 changed now by the law dealing with the statements and
16 everything -- financial statements.

17 In '05 -- we got the report in late
18 November, I think it was. And in '05 they did have a positive
19 change in net assets. So they are coming around in a better
20 situation.

21 Table 1 shows the comparative
22 situation of all their revenues and expenditures for the past
23 five years -- for 2001 and 2005, and all the changes, net
24 changes and everything that they have. And as far as in 2005,
25 their ending cash balance and cash equivalents was 148,627.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 Their last five audits, most of them
2 were repeat audits, mainly segregation of duties, the county
3 manual -- as far as following a county manual dealing with the
4 journals -- the general journals and the ledgers and the entry
5 bookkeeping. A couple of times they did have a
6 collateralization situation where they've had more money in
7 the account -- in their bank account than FDIC coverage.

8 As far as in 2005, they still have
9 some repeat findings as far as overexpenditures of budgets.
10 And the county manual, they haven't actually corrected all of
11 that yet.

12 And as far as the ECB staff analysis,
13 if you look on Table 2, I show where Polk County projections
14 with those residential lines of 6,167 and business lines of
15 1,073, as of January '06, when I plug those in my calculations
16 for a rate increase of 1.50 and \$3, I come up with a change of
17 net assets of 32,444 in fiscal year '06.

18 And at this rate, the district will
19 produce a change of net assets of 101,908 in fiscal year 2007.
20 And the district will continue producing a change in net
21 assets through fiscal year 2010 of 91,908. Net assets in
22 fiscal year 2010 is projected to be 826,144. And the ending
23 cash balance for fiscal year 2010 is projected at 878,482.

24 Now, I also did an additional schedule
25 to enjoin that amount. If the Board decided to raise their --

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 increase their rates or anything -- right now it looks like
2 everything is okay, but I'm giving these other options if that
3 came up.

4 At a 25-cent additional increase in
5 their rate -- landline rates, using the same numbers, the
6 increase would be a 90-cent increase to residential and \$2.25
7 for business. With the change, net assets would be 27,939 for
8 fiscal year 2006. And at that rate -- at this rate the
9 district would produce a change of net assets of 47,849 in
10 fiscal year 2007. This would continue to produce a change in
11 net assets through fiscal year 2010 of 849. Net assets for
12 fiscal year 2010 would be projected at 551,344. And then the
13 ending cash balance for fiscal year 2010 is projected at
14 603,682.

15 And that's pretty much all I have.

16 CHAIR PORTER: Questions of Don on the
17 financials?

18 I guess the biggest one, probably, is,
19 Don -- is looking at their financial numbers now, are they
20 actually a financially distressed district?

21 MR. JOHNSON: Looking at that now,
22 they're actually not. But the thing about it is: The Board
23 did vote to have them under our supervision for at least two
24 years. We've already gone through one year. And this
25 June 30th would be a second year, or unless you decide to go

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 one more year.

2 MS. QUESTELL: I just wanted to
3 clarify. The Board adopted a policy that any district that
4 was financially distressed would remain under the Board's
5 supervision and analysis until they've had two consecutive
6 years in the black, basically. And they've -- Polk County,
7 we're happy to report, has one under their belts already.

8 CHAIR PORTER: So, basically, it looks
9 like to me like they're doing tremendously better. We need to
10 keep monitoring them for one more year to make sure everything
11 is going good. Is that what I'm hearing?

12 MS. QUESTELL: Yes, sir.

13 CHAIR PORTER: I just had a couple of
14 questions on some things Don said. How much -- you-all bought
15 Pictrometry. And how much did you-all pay for that?

16 MR. LOFTY: 44,000. 44,800, I
17 believe, was the total cost.

18 CHAIR PORTER: And did you have your
19 GIS mapping before that? Was this in addition to your GIS
20 mapping?

21 MR. LOFTY: This is in addition to the
22 GIS mapping.

23 CHAIR PORTER: One thing that would
24 worry me, you know, that's an expensive toy that is
25 probably -- it serves its purpose, but it worries me that a

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 little bitty county like Polk, that already has GIS mapping in
2 place, that you'd be spending that kind of money on this
3 Pictrometry or any of those kind of products if you're having
4 financial problems. Like I said, it concerns me. Can you
5 make me feel a little better about that?

6 MR. LOFTY: Mr. Chairman, in reviewing
7 all the financial information that's been handed to me and
8 what I have available to me, Don and I had some in-depth
9 conversations concerning how this was orchestrated. And I'm a
10 little perplexed that during the years of operation that you
11 guys have reviewed, that we had substantial cash assets in the
12 forms of CDs in the bank during these periods.

13 I take into account the fact that our
14 Board adopted the County's budgetary process. That budgetary
15 process is -- as most everyone here is aware of -- does not
16 have depreciation plugged in as an expense; as a liability.
17 So therefore, there was a distance in our funding that we had
18 not considered as being an actual problem for us. We were
19 quite set back when we realized that there was a problem.

20 Based on that issue, there was
21 available funding in our budget to fund this project. That's
22 the reason we proceeded with it. We considered it and
23 proceeded with it.

24 I'd like to report that as it stands
25 now, we feel confident that we're going to have clean budget

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 again for this period.

2 I hope that answers your question.

3 CHAIR PORTER: A little bit.

4 Understand where I'm coming from, we see a lot of districts
5 that are barely scraping by. And I guess when I look at all
6 the things that you-all are doing -- I mean, you built a
7 backup PSAP center; is that right?

8 MR. LOFTY: We have began to develop
9 one. We have a PSAP -- the actual PSAP equipment is on site
10 and operating. We've developed backup dispatchers through the
11 EMA directors. We've even moved forward with the adjoining
12 county concerning us operating a backup PSAP, both with them
13 and us.

14 CHAIR PORTER: I guess what would be
15 thought is, Polk County being such a small county, and if you
16 were having financial problems, instead of building your own
17 backup PSAP, maybe looking at going in with several of the
18 surrounding counties and doing something or let them be your
19 backup for that.

20 And I'm just throwing things out that
21 I hope you-all are taking into consideration, you know, being
22 here and a financially distressed district and spending that
23 kind of money on that kind of project doesn't look real good,
24 you know, when you're financially distressed and you have all
25 kinds of money sitting around and, you know, spending. That's

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 something the Board decides. When you're under our review, it
2 just doesn't look real good spending those large amounts of
3 money when you're considered a financially distressed
4 district. I hope you understand what I'm saying

5 MR. LOFTY: I understand.

6 CHAIR PORTER: So do we need to take
7 any action, Lynn, to -- since they're under our review, for
8 another year, anyway, does the Board need to take any action?

9 MS. QUESTELL: No, I don't think so.
10 By statute, they are financially distressed. The Board
11 doesn't really have any say in that. That's just what the law
12 says. And the law says that if they are financially
13 distressed, they remain under the Board's supervision and
14 analysis. And the Board's passed a policy that lasts for two
15 years -- until they have two consecutive years in the black.
16 So I don't believe that there's anything that the Board needs
17 to decide on with this; just needed to hear about them.

18 CHAIR PORTER: Other questions from
19 the board members?

20 MEMBER LOWRY: I constantly get -- at
21 least a couple times a month -- calls about the depreciation
22 deal. Because districts probably don't do that. Counties
23 don't do it. They say that the way the law reads that they
24 have to comply with the County, the way the County is
25 structured. How did we get hooked into that, Don?

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 MR. JOHNSON: It's in the accounting
2 manual. And it says you "may" do it. It doesn't say you have
3 to, but it says you may do it.

4 MS. QUESTELL: And you recommend that,
5 don't you, Don?

6 MR. JOHNSON: Yeah. I recommend it
7 because it helps you in budgeting, you know. When the auditor
8 gets it, gets all your revenues and expenditures, and when he
9 plugs in that depreciation, it can knock you down.

10 MEMBER LOWRY: That's my
11 understanding. That same question comes up. A lot of people
12 use it and don't have a problem with it at all. A lot of the
13 districts don't understand why they would need to use it
14 because you don't pay taxes, so you don't need depreciation.
15 I just wanted to bring that out. Because they mentioned they
16 really didn't think they were distressed, and a lot of others
17 are in the same situation.

18 CHAIR PORTER: And it's come up before
19 with some of the other distressed districts. When you took
20 the depreciation out, they weren't distressed.

21 So that's about the same thing. It's
22 depending on who's looking at it and whether you're adding
23 depreciation or not.

24 MR. LOFTY: Or which bookkeeper you're
25 speaking to.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 MEMBER BILBREY: Let's go back to the
2 law. When we say that they are financially distressed and
3 they are under our supervision, and there's not much else we
4 can do -- but that does mean something. When they're under
5 our supervision -- like those comments that you made: We can
6 offer comments and we can point out things and we can help
7 cause things to happen. And those things that are bought that
8 weren't maybe needed and so forth, we need to address things
9 like that.

10 Because if they come out, you know,
11 in the black for a couple of years, and then all of a sudden
12 go back in, there's going to be reasons. And we need to
13 make sure that everybody understands when we say "under
14 supervision," that doesn't mean we just stand here and look
15 at them. That means we have input.

16 CHAIR PORTER: And I agree, Charles.
17 And I guess one of the things I was thinking of along that
18 line is that large expenditures like that would need to be --
19 I would like to see those approved by this board before
20 they're ever bought.

21 MEMBER BILBREY: I would like to see
22 them justified, that you really need it and that it's
23 pertinent to the operational organization from a standpoint
24 you may not need them that bad. But again, maybe it does need
25 to come to the Board under those circumstances and it be

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 justified and we approve or disapprove. Because when it says
2 under our supervision, that's what it really means. By law,
3 again.

4 CHAIR PORTER: Yeah, not something
5 that we chose to do, but something that the law says --

6 MEMBER BILBREY: It's our
7 responsibility by law. We have to take it, you know, not
8 lightly. It's something we've got to do.

9 CHAIR PORTER: I agree. And I guess
10 that's kind of where I was going with that.

11 MEMBER LOWRY: I think I forgot to
12 mention: Did the sheriff's department or anybody -- or did
13 you-all look to them or ask around to help you with that cost?

14 MR. LOFTY: We had discussed the cost
15 or the sharing issue with the tax assessor's office and other
16 agencies in the county that have a definitive use for the
17 product. Those things were discussed. And those issues will
18 be pursued when this product is implemented in its entirety,
19 so that it could be reviewed by them and see what purpose they
20 would gain with access to it and using it.

21 MEMBER BEEHAN: I was wondering if any
22 place in the law it says what amount of money that we have to
23 look at or all the expenditures. Do we want to set some sort
24 of limit, like anything over \$2,000? I don't know. Or should
25 it be anything?

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 MS. REED: The law doesn't specify.
2 It just says that it will be under the supervision of the
3 Board. So if you-all would like to set a limit, you could do
4 that.

5 MEMBER BEEHAN: I think Randy and
6 Charles, you both bring good points.

7 MEMBER BILBREY: That's a broad term.
8 Supervision covers a wide purview. We can set it, if we need
9 to.

10 MEMBER BEEHAN: I don't know that we
11 need to on the fly here.

12 MEMBER BILBREY: We need to look into
13 that.

14 MEMBER BEEHAN: Let the Staff look at
15 that. I think it's something that we really ought to -- I
16 agree.

17 CHAIR PORTER: And I think none of us
18 wants to -- we're all here to help the districts. And we're
19 not wanting to micro-manage to the point that you're spending
20 \$100 for this or that, but when you start spending 44,000, or
21 80,000 for a backup PSAP or whatever, those would be --

22 MEMBER BILBREY: We don't want to ever
23 get into operations or micro-manage anything.

24 MEMBER BEEHAN: That's where I was
25 headed. But I do see there needs to be oversight on

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 expenditures that affect, ultimately, the services being
2 delivered to the county. That's why we're here.

3 MS. QUESTELL: Would the Board
4 consider asking the people from Polk to report back, you know,
5 every month or every couple of months, so that it would be
6 easier for the Board to provide that supervision?

7 MEMBER BEEHAN: I would rather see you
8 kind of come up with some sort of policy. A policy that would
9 say that once we do this with one, it could, you know --

10 CHAIR PORTER: We've got other things
11 addressed in here that they could follow.

12 MEMBER BEEHAN: And I also don't want
13 to put them under a lot of reporting. You guys have got a lot
14 to do. I would assume somewhere there's a happy medium.

15 CHAIR PORTER: -- happy medium. And
16 maybe setting up some guidelines and policies and amounts.
17 Like if there's anything over \$10,000. I don't know what
18 you'd set that limit at. But, Staff, come back with something
19 that on any financially distressed district, to make a
20 purchase above that amount, it would have to be brought to the
21 Board first. Is that where everybody is kind of heading?

22 MR. JOHNSON: I know in the past when
23 we had distressed districts, all they had to do was send in a
24 copy of their board minutes and financial information, you
25 know, that they had at the board meeting. And then, basically

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 let us know if they had any major purchases or anything.

2 CHAIR PORTER: That's kind of after
3 the fact, though, you know, they've already bought it. It
4 could put them right back into distress.

5 MR. JOHNSON: Well, it was before they
6 made the purchase.

7 CHAIR PORTER: Before they made the
8 purchase.

9 MR. JOHNSON: Before they made the
10 purchase.

11 CHAIR PORTER: Did we get something
12 from them before they made this --

13 MR. JOHNSON: No.

14 MEMBER LOWRY: They weren't aware they
15 were distressed.

16 MEMBER BEEHAN: Can I make a
17 suggestion? That maybe we put this on the agenda for the next
18 meeting and let the Staff take a look at this. Because
19 there's all kinds of recommendations.

20 CHAIR PORTER: How about making that
21 in a motion.

22 MEMBER BEEHAN: Yeah, I would like to
23 make a motion to that.

24 MEMBER BILBREY: I'll second.

25 CHAIR PORTER: There's a motion and a

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 second for Staff to put on the agenda at the next board
2 meeting to bring back recommendations on how to handle the
3 financially distressed districts for purposes of reporting and
4 so forth. Other discussion?

5 (Pause)

6 THE CHAIR: Hearing none, all in favor
7 say "aye."

8 THE BOARD: Aye.

9 THE CHAIR: All opposed, like sign.

10 (Pause)

11 THE CHAIR: Motion carried.

12 Thank you, guys, for coming up. Keep
13 up the good work. Okay?

14 Folks, we have only two more agenda
15 items. It's about 12:00. My guess is we could probably
16 finish in about an hour. Do you all want to break for lunch
17 and come back, or do you want to continue on and try to finish
18 up?

19 (Pause)

20 CHAIR PORTER: Okay, we'll finish up.
21 The next item on the agenda is to consider the status of
22 Hancock Emergency -- I'm tongue-tied today for some reason --
23 Hancock ECD as a financially distressed district.

24 If you-all would come forward.

25 (Pause)

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 CHAIR PORTER: Okay. If you-all would
2 introduce yourselves as to who you are, for the record.

3 MR. TRENT: I'm Jim Trent. I'm the
4 Hancock ECD director.

5 MAYOR MARION: And greetings to the
6 ECD board. On behalf of the citizens of Hancock County, I'm
7 Greg Marion, the county mayor and chairman of the ECD.

8 CHAIR PORTER: Glad to have you-all
9 with us.

10 Don, you want to start out and tell us
11 a little bit about Hancock?

12 MR. JOHNSON: Okay, Mr. Chairman.

13 Hancock County is coming before you
14 as a financially distressed district. The chairman is
15 Greg Marion, and the director is Jim Trent. The population
16 of the county is 6,786, and they are a Tier 5 district.
17 Currently their residential rate is \$65 -- I mean, 65 cents.
18 I'm sorry. And business is \$2.

19 They have three employees of the
20 district, which is the director, a full-time dispatcher, and a
21 part-time dispatcher. The number of PSAPs they only have is
22 one. And currently, the actions they've taken is the process
23 of updating some equipment, which was outdated, and hopefully,
24 they feel this will help to serve the public better.

25 Right now, they don't have any

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 outstanding debt. Currently, as of April the 11th, 2006, they
2 had 35,456 in the bank. They don't have any current
3 investments or anything.

4 The agency functions -- the agencies
5 that they support is Hancock County Sheriff's Office, Hancock
6 County Emergency Medical Service, the Friday Volunteer Fire
7 Department, Panther Creek Volunteer Fire Department, and two
8 to three other fire departments, and also the Hancock County
9 Rescue Squad, and Camp's Volunteer Fire Department.

10 As far as the number of customers, as
11 of March of '06, they had 2,555 residential districts --
12 customers. Sorry. And 407 business customers. They have two
13 911 trunk lines and four administrative office lines. Their
14 service provider is BellSouth, Century Telephone of Claiborne,
15 and Scott County Telephone Cooperative. As far as any local
16 agreements, they don't have any with any agency at this time.

17 As you can see in number 14, in the
18 change in net assets that they pretty much had a loss pretty
19 much every year. And the breakdown of their number of
20 customers is listed.

21 As far as their last five audit
22 reports, some were repeated -- I would say all of them were
23 repeated all the way through fiscal year 2005, which -- well,
24 fiscal year 2003. And then in 2004, they corrected all of
25 their findings. So they don't have any findings in '04 and

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 '05.

2 As you see in Table 1, it shows a
3 comparative from fiscal years 2001 and 2005. Based on their
4 audit report, as of the end of 2005, they had \$26,147 in their
5 account.

6 As far as the projections, if the
7 Board would decide that they would need a rate increase, \$1.50
8 and \$3, residential -- using the same number of residential
9 lines of 2,555, and business lines of 407, I projected a
10 change in net assets of a negative 29,440 in fiscal year 2006.

11 And at this rate, the district would
12 produce a change in net assets of 1,074, in fiscal year 2007.
13 And this will continue through a negative change of net assets
14 through fiscal year 2010 of 31,782. Net assets of fiscal year
15 2010 would also project to be 5,967. The ending cash at
16 fiscal year 2010 is projected at \$51.

17 So you can see -- I would say the
18 biggest problem they have is they just -- they don't have very
19 many people.

20 And looking at -- if I can, go through
21 some of Rex's information?

22 CHAIR PORTER: Sure.

23 MR. JOHNSON: He made his site visit
24 with Jim Trent on February the 9th of '06. And as I said, the
25 district supports 11 agencies dispatched by the PSAP and two

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 full equipped dispatch positions. And the ECD staff includes
2 the director only, which he has. And the dispatchers are
3 employees -- the other dispatchers are employees of the
4 Sheriff's Department.

5 As far as the site findings: The TCI
6 controller was purchased in 2000, but E-911 service wasn't
7 implemented until 2003, due, primarily, to lack of addressing
8 project completion and subsequent MSAG development. Delay
9 resulted in significant upgrades to the TCI controller prior
10 to final implementation.

11 As far as old issues and other
12 findings:

13 The calls from subscribers of Scott
14 County Virginia Telephone Cooperative are still delivering
15 about -- delivering over seven-digit regular phone lines, due
16 to the lack of connectivity with BellSouth selective router.

17 Approximately 60 subscribers from this
18 are affected in the northeast portion of the county.

19 The solution of utilizing BellSouth as
20 the inter-exchange carrier would result in 24,000 of annual
21 charges.

22 Scott County Telephone Cooperative has
23 indicated that they will make connections at "meet" points
24 where they and BellSouth have terminals in close proximity to
25 each other over the Clinch River. The cost is significant,

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 but does not meet BellSouth's requirements, according to their
2 interpretation of the Telecom Act of 1996.

3 And that's one of the things that
4 we've already been talking about in the past years.

5 So as far as their current system:
6 They have the TCI Invision E-911 controller. They have
7 GeoConx GIS mapping system, Motorola Centracom radio consoles,
8 Best Power FE Series UPS, and Onan 15-kilowatt generator. And
9 they also have a Racal Wordnet logging recorder.

10 As far as Rex's recommendation, he
11 specifies that since the PSAP is not controlled by the ECD,
12 the only recommendation is to resolve the issue with 911 calls
13 from Scott County Telephone Cooperative subscribers so that
14 call-takers get ANI/ALI.

15 That's all I have.

16 CHAIR PORTER: Questions for Don?

17 (Pause)

18 CHAIR PORTER: Since this is a
19 financially distressed district, we would bypass from our
20 normal procedure, other than -- or are we going to treat this
21 like a rate increase?

22 MS. QUESTELL: What we have to do for
23 financially distressed districts is hold a hearing in the
24 service area where the financially distressed district is.
25 And Staff did do that. And Carolyn is prepared to report on

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 that.

2 CHAIR PORTER: Okay. Carolyn.

3 MS. REED: Yes. We went to Hancock
4 County on April 13th, 2006, and conducted a public hearing.
5 Several of the district board members attended. No one just
6 from the general public attended. No one in any way came out
7 against a rate increase. In fact, the opposite.

8 They said they are need of a rate
9 increase and often that they have very limited ability to
10 raise funds on their own because they are so -- they have such
11 a small population, that just a one penny increase on their
12 sales tax gives them about \$6,000 in revenue. And they're
13 already facing very limited resources in terms of what they
14 pay their employees. They don't have retirement. They don't
15 have a lot of things that maybe most people take for granted.

16 So they don't really have the ability
17 to come up with these funds on their own and they have asked
18 that we do the rate increase.

19 CHAIR PORTER: I heard you had an
20 incident coming home. We'll hear about that later.

21 (Laughter)

22 CHAIR PORTER: Mayor, if you-all have
23 any brief statements you'd like to make before the Board takes
24 any action on Hancock County. Do you have anything you'd like
25 to say?

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 MAYOR MARION: I think this is a
2 proper analysis of the situation. Again, Hancock County is
3 Tennessee's poorest county. We're the seventh poorest county
4 of the nation. Again, we don't provide health insurance or
5 retirement to any of our employees, including as county mayor,
6 I don't receive any insurance benefits. We had an officer
7 shot in the line of duty last year. We don't even have
8 insurance for them getting hurt in the line of duty. One
9 penny brings in \$6,000. The average family of four lives on
10 less than \$13,000, and 92 percent of our kids in school are on
11 free or reduced lunch.

12 So again, we're geographically
13 isolated. We have a small population. And it's very
14 difficult for us to raise the funds necessary for these
15 services.

16 CHAIR PORTER: Thank you.

17 Okay, we have heard the report from
18 Staff, and I guess we need to vote whether to accept Hancock
19 as being a financially distressed district and what our plan
20 of action is to try to fix the problem. The floor is open for
21 a motion or discussion.

22 MEMBER BEEHAN: Do you support the
23 increase?

24 MAYOR MARION: I'm an elected
25 official, and this is an election year, but using common

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 sense, the County does not have the physical capacity to meet
2 these requirements, and in order to continue the quality
3 services that we've come to expect, I think that will be
4 necessary. So with reluctance I say yes.

5 MEMBER BEEHAN: I understand that. I
6 just got re-elected. I've got three more years.

7 MAYOR MARION: Okay.

8 MEMBER LOWRY: Do we need a motion?

9 CHAIR PORTER: We need something, yes.

10 MEMBER LOWRY: I make a motion that we
11 approve them as a distressed district and approve the
12 increase.

13 MEMBER BEEHAN: I'll second that
14 motion.

15 CHAIR PORTER: A motion that we
16 approve Hancock County as a distressed district and raise the
17 rates to the \$1.50 residential and \$3 business. Does
18 everybody understand that? That was the motion.

19 Any discussion?

20 (Pause)

21 CHAIR PORTER: Hearing none, all in
22 favor say "aye."

23 THE BOARD: Aye.

24 CHAIR PORTER: All opposed, like sign.

25 (Pause)

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 CHAIR PORTER: Motion carried.

2 I feel for you-all, folks. I've been
3 there one time back when you-all were very -- just getting
4 started with 911. You-all have done remarkable, though, let
5 me say. For what little you started out with, and for the
6 small population and the small revenue, you-all have done
7 remarkable with what you have, up to this point, I think.
8 And I think that stands for the folks that have worked hard
9 on this for the last several years just to get you to the
10 point that you are. Hopefully, this will help you out.

11 Lynn will be working with you to go
12 forward to get the increase into -- going. Hopefully in the
13 next 60 days or so we'll get you some more revenue coming in.

14 MAYOR MARION: Thank you very much.

15 CHAIR PORTER: Appreciate you coming
16 up.

17 MEMBER LOWRY: I know they can't
18 control this. I'm just kind of wondering what kind of
19 liability with the Board and staff members with this 60-plus
20 people that can't be served, if something did happen. I know
21 it's already been worked on, trying to address the issue.

22 CHAIR PORTER: We have tried. You
23 know, Anthony and I went to Washington back two or three years
24 ago and met with the FCC and tried to get something going. We
25 at least got it to where they're getting the voice part of the

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 call.

2 Do you get the telephone number of the
3 people?

4 MAYOR MARION: Yes.

5 CHAIR PORTER: So you-all could do a
6 manual look-up and know who that is calling. So they're at
7 the next closest thing to having it. It's kind of like the
8 GIS, you now, like Oak Ridge, typing it in on a manual and
9 looking it up. That's better than not having anything at all.

10 I think Lynn talked about trying to
11 approach Bart Gordon's office about trying to help us -- since
12 he has a lot going on in the telecommunication area, to try to
13 make this happen in some form or fashion. But there's been
14 endless hours put in on this, Ike. I don't like it anymore
15 than you do, but I don't know what else we can do.

16 MEMBER LOWRY: It just seems like --

17 CHAIR PORTER: You would think
18 shooting across a little old river like that -- there's a
19 500-foot difference between two telephone poles. You'd think
20 that that could be worked out a little easier than what's been
21 done.

22 I interrupted you, Johnny.

23 MEMBER VICKERS: Is there no way of
24 consolidating with anyone in the area?

25 CHAIR PORTER: That might be something

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 they have to look at, but the way the territory runs up there,
2 it's so rural and so far apart from -- you know, putting them
3 together with somebody, you'd be dispatching from miles and
4 miles away. I don't know. That might be something they have
5 to look at in the future. But I think right now they --
6 you-all would rather not unless you absolutely had to, right?

7 MAYOR MARION: We've had suggestions
8 of everything from having to place a T-1 line. Which you know
9 about. That's a large cost. The solutions they have offered
10 to us have not made -- we cannot financially make those
11 decisions. And we are reasonably able to provide services for
12 those community members, although it is manual and somewhat
13 delayed, we are making a very reasonable effort to serve them.

14 But we've been offered no solutions
15 that are within our range of being able to provide that.

16 MEMBER BILBREY: Where these 60 people
17 are, is that rural or very rural?

18 MAYOR MARION: It's actually -- if you
19 look at our county, it looks like it has a handle on one end.
20 This is up near the Scott County/Virginia border area crossing
21 the Clinch River. When I was a child, these folks that went
22 to school up there actually crossed a swinging bridge and rode
23 a canoe across the river.

24 We've had a bridge across that in the
25 last couple of decades. I kid you not. The kids were coming

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 to school via boat or via swinging bridge. The fact that we
2 have some interoperability with the phones is tremendous to
3 us. But again, this -- in a one-way traveling distance, it's
4 about 40 minutes from the city itself. So this is in the far
5 reaches of the county.

6 MEMBER BILBREY: How large a territory
7 is this? How many acres -- how many square miles?

8 MAYOR MARION: Hancock County is
9 242 square miles. I would dare this only encompasses as much
10 as 5 square miles. It's at the very tip end. If you look at
11 the geography of the county, it's a very isolated area. But
12 because of telephone providers -- BellSouth has never offered
13 to provide services to these community members.

14 MEMBER BILBREY: So BellSouth is
15 there. Do you have any wireless up there?

16 MAYOR MARION: We do have Verizon
17 Wireless, but it does not provide service for -- it only
18 provides service, generally for the sixth district in the
19 city. There is no service in the outlying city districts.

20 CHAIR PORTER: You have to stand
21 inside the right spot.

22 MEMBER BILBREY: I'm trying to think
23 of -- in this technological world that we live in, there ought
24 to be an easy way to do this. It looks like they could do it,
25 but it's costly.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 MAYOR MARION: Exactly. The solutions
2 we've been offered, including a T-1 line, I think is very
3 much an overkill in technology, as far as my limited knowledge
4 of technology. I'm sure someone with knowledge of
5 telecommunications could maybe come up with a solution. But
6 we've attempted to gain those solutions but have never been
7 given a reasonable solution.

8 So we welcome the input from your
9 board and the other groups to get them to try to come up with
10 a solution for us. But we've made reasonable accommodations
11 and have been provided with nothing reasonable in return.

12 MEMBER BILBREY: Well, there are
13 several solutions, but they all cost money.

14 MAYOR MARION: Again, when you are the
15 poorest county in the state, you've got to look at, you know,
16 at the scope of services you can provide.

17 MEMBER BILBREY: But still, they need
18 the service.

19 MAYOR MARION: Well, we agree. We
20 would like them to have the service. But it would literally
21 cost -- 10,000 bucks or 3,000 bucks a month for 50 customers
22 is quite cost prohibitive.

23 MEMBER LOWRY: I think if they could
24 simply run a cable between the two of them, but the telephone
25 company won't agree to that.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 MS. QUESTELL: Scott Telephone Company
2 will.

3 CHAIR PORTER: Let's just put it down
4 like it is, BellSouth won't. That's the problem. And we'll
5 move on.

6 Folks, thank you for coming, and we'll
7 keep working on that. Okay?

8 MAYOR MARION: Thank you.

9 CHAIR PORTER: Thank you for coming.
10 Our last item on the agenda is to
11 consider a request for increases from Bedford County. The
12 Bedford County folks can come up.

13 (Pause)

14 MR. McDONALD: Thank you,
15 Mr. Chairman.

16 CHAIR PORTER: Would you introduce
17 yourselves for the record?

18 MR. McDONALD: Charles McDonald,
19 chairman of the Bedford County ECD.

20 CHAIR PORTER: Cathey, do you want to
21 introduce yourself?

22 MS. MATHIS: Cathey Mathis. I'm the
23 director of the communications district.

24 MR. MAHN: Mike Mahn, legal counsel.

25 CHAIR PORTER: Thank you for coming,

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 folks. And we'll do this as we do all of our other rate
2 increase requests. We have a little kind of map that we use
3 to work through these. And the first thing we do is allow Don
4 to present his financial data about Bedford County. We'll
5 look at the site visit that Rex did, and then allow folks from
6 Bedford to make any statements that you'd like to about the
7 rate increase request. Then the Board will go into its
8 deliberations and decide the matter.

9 Don, you're up.

10 MR. JOHNSON: Okay. Bedford County
11 is coming to you for a rate increase. The chairman is
12 Charles McDonald, and the director is Cathey Mathis. Their
13 population, as of 2002, is 37,586. They are a Tier 3
14 district. And they are requesting a rate increase of \$1.50
15 for residential and \$3 for business. One of the reasons for
16 the rate increase is to upgrade their equipment and expand
17 professionalism of public dispatchers.

18 They have turned in all the required
19 information that they are required to do.

20 Let me see something here.

21 (Pause)

22 MR. JOHNSON: Okay. Now, as far as
23 the -- they would like the effective rate to go into effect
24 July the 1st of 2006. The district seeks to upgrade their
25 PSAP equipment. And they are in the process of having their

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 building checked for adequate grounding. And they are in
2 severe need of up-to-date groundwork to reduce the risk of
3 severe equipment damage due to electrical problems, and due to
4 debt, and to build adequate reserves, and also to enable
5 limited cost code.

6 With this rate increase, they predict
7 that they would have additional revenue of 123,420 for
8 residential and business to receive \$46,152.

9 As far as the type of agencies that
10 they deal with, those are listed here. They have about 14
11 agencies, including the volunteer fire department, EMS, the
12 sheriff's department, and the Academy of EMS, and the Bedford
13 County Highway Department, and also the Duck River Electric
14 Department.

15 On number 9, they list the number of
16 calls that they have; their call volume. They also give you a
17 percentage of what they have. As far as employees, they have
18 one employee. And that's the director only. And all the
19 other employees are County employees.

20 As far as the plan of action, if this
21 rate increase is rejected -- they said in the event the ECD
22 does not approve them for the rate increase, it will not be
23 able to replace the dispatch work stations, which were
24 purchased in 1989 -- excuse me -- purchase new CAD services,
25 which were purchased in 1999; pay off extended debt at an

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 earlier date; or would not be able to contribute \$75,000 to
2 the County, which represents 33 percent of the total County
3 contributions.

4 As far as other actions to increase their
5 increase: There have been three rate increases by the ECD --
6 it should say "ECD" -- to raise the 911 surcharge since their
7 inception by referendum on October of 1987. This is their
8 first attempt to appear before the State Board to maximize the
9 tariff increase.

10 Attachment 1, at the end of the case
11 study, will show you a breakdown of their residential and
12 commercial revenue for the past five years.

13 As far as the outstanding debt or
14 obligations, they have Capital Lease. As of 2005 it was a
15 balance of 193,327. They have a note payable of \$50,000,
16 which totals -- around \$50,000. Which everything totals about
17 243,402.

18 They have three 911 lines and two
19 administrative lines. Their major service provider is
20 BellSouth and United Telephone. And they also have little
21 small service providers that give them a little bit of money,
22 over \$100, but under \$500 a month -- a year. As far as the
23 most recent number of customers, as of April the 12th, 2006,
24 residential customers were 13,578 and the business customers
25 were 3,729.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 For the financial situation, in the
2 change of net assets, they were doing pretty good, back and
3 forth a little bit. In 2004 they had a net loss of 36,176.
4 And in 2005 they had a change in net assets of 38,217. And
5 they had a normal -- I wouldn't say a normal, but a consistent
6 amount of cash in all five years.

7 As far as their last five audits:
8 They've had repeat audits of their overexpenditure of the
9 budget and several line-item categories of -- these are just
10 totals that you see here, but in 2004 there was 13 budget line
11 items of 34,319.

12 As far as their five-year projection,
13 Table 5 in their line-item revenue, in fiscal year -- what
14 they project -- their line-item revenue for fiscal year '07,
15 if they use the rate increase of \$1.50 and \$3 -- I want to
16 interject here, a little bit. Did everybody get the e-mail I
17 sent out yesterday? I think it was yesterday or the day
18 before yesterday -- of the revised five-year budget plan?

19 (Document tendered to the board
20 members.)

21 MR. JOHNSON: All right. They used
22 the same number of customers. No, I take that back.

23 They -- when I talked to Ms. Mathis,
24 she wanted to give me an updated list of the number of
25 customers that they had. So she wanted to revise their

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 five-year plan. So the residential customers will show --
2 you'll see at the bottom of the second page -- it will show
3 16,222, and their business customers of 4,067. And that
4 would -- if you look at the amounts, that would show -- if you
5 could trace that up to the emergency telephone charge of
6 account number 30001 of the same -- of 438,408.

7 Which using all of that, they project,
8 with their expenditures and everything, that their net income
9 would be -- fiscal year 2007 -- with the rate increase --
10 185,326.98. And without the increase, it would be 152,840.43.
11 They would continue to have a net increase -- I mean, a net
12 income with that rate increase. In 2011 they project that
13 their net income would be 99,198 with the rate increase, and
14 without the rate increase, they project it would be 91,901.

15 I also plugged that information into
16 my formula. And if I could take a minute to turn this on.

17 (Pause)

18 MR. JOHNSON: I see it's not going to
19 come up.

20 Anyway, to move things along -- and I
21 can get you a copy of this, you know, later on. With my
22 projections, using the same figures that she gave me as far as
23 the customers for residential and business, I projected, in
24 2007, a net income of 180,492 -- in fiscal year '07; and it
25 would go down in fiscal year '08 to 33,274; and then another

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 decrease, in '09, of negative 4,741.

One of the differences from mine and hers is that I did not continue with the \$40,000 grant on mine. It will end in '08. So I know we're going to pretty much continue it -- but that's the only difference. That's why it's going down so much.

7 Then in 2010, they would have a net
8 income of 22,077. And then in 2011, they would have a net
9 income of 8,823. So if they did get the \$40,000 grant, you
10 just add 40,000 to that. It would be 48,823 in fiscal year
11 2011 for net income. And then their retained earnings would
12 be 515,091. And their cash at the end of 2011 would be
13 650,983.

14 CHAIR PORTER: Any questions of Don?

15 MEMBER BILBREY: Don, this information
16 you e-mailed to us, you've got two Table 6's there. And
17 what's the difference in those besides -- you said you both
18 used the 153-, but the one you just gave us, the 515- -- and
19 the 650- is the second one -- I don't understand what the
20 first Table 6 is.

21 MR. JOHNSON: Say that again, now.

22 MEMBER BILBREY: The information that
23 you e-mailed us --

24 MR. JOHNSON: Uh-huh.

25 MEMBER BILBREY: -- there were two

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 Table 6's on that page.

2 MR. JOHNSON: Okay.

3 MEMBER BILBREY: What's the first --

4 MR. JOHNSON: Use the one that says --

5 well, it should say "revised." The one that has, at the end,

6 the cash for -- would be -- in 2011 cash would be 650- --

7 MEMBER BILBREY: Yeah.

8 MR. JOHNSON: -- that's the revised

9 one.

10 MEMBER BILBREY: Okay.

11 CHAIR PORTER: He sent you the

12 original one and then he sent you one that was revised.

13 MR. JOHNSON: Exactly.

14 MEMBER BILBREY: Because they're both

15 using the same rates.

16 MR. JOHNSON: The only difference in

17 these, the surcharge -- the emergency service charge, that's

18 where you see the big difference in the numbers. But use the

19 one with cash of 650-. That's the one she sent me to be

20 revised.

21 CHAIR PORTER: Other questions of Don?

22 MEMBER BILBREY: I've got one more.

23 CHAIR PORTER: Go ahead.

24 MEMBER BILBREY: Going back to

25 number 11. You were talking about the number of employees of

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 the ECD.

2 MR. JOHNSON: Yes, sir.

3 MEMBER BILBREY: So the director --

4 MR. JOHNSON: That's all.

5 MEMBER BILBREY: The director is the
6 only employee that's paid by the district?

7 MR. JOHNSON: Yes, sir.

8 MEMBER BILBREY: Who is he actually an
9 employee of? Who is he employed by, officially?

10 MR. JOHNSON: She's employed by the
11 district -- Ms. Mathis.

12 MEMBER BILBREY: Okay. It says
13 here --

14 MR. JOHNSON: All the other employees
15 are County employees.

16 MEMBER BILBREY: This is what I'm
17 interested in, though, at least on an informative basis: The
18 checks for the County and Mayor's office goes to the
19 director's salary, but the director's check is written from
20 the County Mayor's office so that he or she will be provided
21 the employee benefits and the retirement benefits. For TCRS,
22 he has to be an employee of that department before he gets it.
23 So who, actually, on paper -- who does he work for?

24 MR. McDONALD: Cathey is our director.

25 MEMBER BILBREY: -- or she work for.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 MR. McDONALD: She actually works for
2 the County. She is a County employee. We, as the 911 board,
3 reimburse that amount of her salary back to the County. But
4 she is a County employee.

5 MEMBER BILBREY: On paper she is a
6 County employee in order for her to be able to draw -- get the
7 benefits?

8 MR. McDONALD: That is correct. Our
9 point here is --

10 MEMBER BILBREY: It's written wrong
11 here, I think.

12 MR. McDONALD: -- we're -- the County
13 financially supports the entire salary budget of the 911
14 board, with the exception of the director, who that money is
15 reimbursed.

16 MEMBER BILBREY: It's a matter of her
17 also being your employee. They reimburse you for her salary?

18 CHAIR PORTER: No, it's the other way
19 around.

20 MR. McDONALD: The other way around.

21 MEMBER BILBREY: The other way around.
22 Okay.

23 Who does she -- who does she report
24 to?

25 MR. McDONALD: The 911 board.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 MEMBER BILBREY: Who does she
2 actually, on paper, work for?

3 MR. McDONALD: Bedford County.

4 MEMBER BILBREY: So the 911 board pays
5 you, but she is still officially your employee?

6 MR. McDONALD: I'm not --

7 MEMBER BILBREY: Whoever it is.

8 MR. McDONALD: As a part of our
9 interlocal agreement with the County, that's the way it was
10 established, so that we could establish her salary, as opposed
11 to that being done by the County. And we reimburse that
12 100 percent.

13 MEMBER BILBREY: But she officially is
14 a County employee?

15 MR. McDONALD: Correct.

16 CHAIR PORTER: A lot of the districts
17 do that with their counties so they can give them County
18 benefits.

19 MEMBER BILBREY: The way I read this
20 here, though, she's an employee of 911. And that's not right.
21 She's an employee of the County.

22 CHAIR PORTER: That's correct.

23 MEMBER BEEHAN: So following up on
24 that: The money that comes in to the ECD really goes to the
25 County.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 CHAIR PORTER: The County pays all
2 your dispatcher salaries, and the director's salary, totally.
3 But then the Board reimburses the County just for the
4 director's salary. Is that right?

5 MR. McDONALD: That is correct.

6 CHAIR PORTER: Other questions of Don?

7 (Pause)

8 CHAIR PORTER: In the absence of
9 Rex -- he did his site survey. Don, you want to just read
10 into the record his recommendations, because everybody has got
11 a copy of his site visit. Just read in the recommendations so
12 we get it on the record.

13 MR. JOHNSON: All right. Rex did a
14 site visit on March 22nd of '06 with Cathey Mathis, who is the
15 director of the ECD. His recommendations from it was to
16 correct grounding problem, ASAP, identified during inspection
17 to secure equipment insurance; and two, replace CAD servers,
18 which is seven years old; and three, replace dispatch area
19 furniture, which is over 15 years old; and four, consider
20 renovating adjacent building for training uses, recently is
21 vacated by LifeFlight.

22 CHAIR PORTER: Does anybody have
23 questions over Rex's report?

24 MEMBER LOWRY: I probably got it here,
25 the City that you-all serve, do they contribute to the

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 operation, or are they --

2 MR. McDONALD: At the present time
3 they do not financially support the center. We're addressing
4 it; trying to get them on board with us. What happens now is,
5 we pass -- well, actually we dispatch the 911 call to the
6 officer and -- as far as the city police department -- and
7 once they accept the call, then we drop out and they have
8 full-time dispatchers at the City. But as far as the 911
9 call, we actually dispatch those.

10 CHAIR PORTER: Other questions?

11 (Pause)

12 CHAIR PORTER: Okay. We give you the
13 opportunity to make any statements or remarks, if you would
14 like to, for Bedford County.

15 MR. McDONALD: Thank you.

16 We just want to thank the Board for
17 consideration and allowing us an opportunity to present the
18 application. I think the numbers are justifiable in what
19 we're wanting to do and trying to do to maintain a very
20 positive 911 center. We just appreciate any consideration
21 that you can give us, and hopefully we'll continue to manage
22 and operate in a way that's acceptable to the Board.

23 CHAIR PORTER: Thank you.

24 Cathey, you want to make any
25 statement?

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 MS. MATHIS: No.

2 CHAIR PORTER: Board Members, it's
3 time for any questions that you have of the Bedford County
4 folks.

5 MEMBER BEEHAN: I noticed the \$50,000
6 loan for one year. Is that --

7 MR. McDONALD: That was to purchase
8 the LifeFlight building that they vacated that we hope to make
9 a training center.

10 CHAIR PORTER: It was talked about as
11 to how you were going to use your additional revenues, as it
12 stands right now, the County pays all the salaries and
13 benefits and everything for all the dispatchers; is that
14 right?

15 MR. McDONALD: Yes, sir, that's
16 correct.

17 CHAIR PORTER: And I guess you-all are
18 looking -- with this rate increase -- for you-all to start
19 helping with that -- with that cost?

20 MR. McDONALD: Yes, sir. What we'd
21 like to do is allocate about \$75,000 of the increase back to
22 the general fund of the County to help offset that cost. When
23 you look at the total cost, it would represent about a third
24 of the --

25 CHAIR PORTER: -- actual cost.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 MR. McDONALD: -- actual cost.

2 MEMBER BILBREY: Is that not really --
3 how do we look at that, where they pay for the employees?
4 That is providing a funding mechanism to 911. If they take it
5 away, you know, that's decreasing their input.

6 CHAIR PORTER: In the past, I think
7 all the ones we've looked at is where the Board and the
8 County -- the Board was paying for the cost and the County was
9 paying for the cost. This is kind of a unique situation. I
10 don't know if we've seen this before or not, but 911 is not
11 paying anything. I'm surprised. The County is paying --

12 MEMBER BILBREY: That would be their
13 share of operating a 911, though, if you want to look at it
14 one way. That is -- you've got to consider, that's pretty
15 standard.

16 MR. McDONALD: I think in other
17 situations, if I'm not mistaken, the Board has kind of looked
18 at to not let the County out free and clear, but as long as
19 it's a joint arrangement that they could carry some of that
20 cost.

21 MEMBER BILBREY: But we have sort of a
22 standard for that, we don't allow a decrease in their
23 participation if we increase the rate. And their
24 participation here is -- in reality they're paying the
25 employees. You can look at it two different ways, but it

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 boils down to that. The fact is, your agreement, here,
2 doesn't say anything one way or the other, but by rights, that
3 probably should be part of the agreement.

4 CHAIR PORTER: I agree.

5 MEMBER BILBREY: I think we need to
6 take a serious look at that before we -- and I would be
7 totally against it.

8 CHAIR PORTER: My only thing is, that
9 looking at it, I can't believe that the district's been able
10 to get by all these years without paying anything. I mean,
11 that's -- and from the other side is, 911 districts should
12 have been paying for those salaries. I agree.

13 Dispatching and 911 call-taking, you
14 know, it's kind of all getting things altogether anymore, they
15 do it all. But for the district not to be paying any portion
16 of that --

17 MEMBER BILBREY: I understand that.
18 But our rules and regulations, and all, that we operate under
19 says that we don't allow a decrease when we're giving an
20 increase, irregardless of how it got that way.

21 CHAIR PORTER: Mike, you have
22 something you want to say?

23 MR. MAHN: Mr. Chairman --

24 CHAIR PORTER: Did you say yes or no?

25 MR. MAHN: Yes.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 CHAIR PORTER: Go ahead.

2 MR. MAHN: The concern of Mr. Bilbrey
3 is well-taken. Just as the Chairman noted, it is very
4 unusual -- in fact, to my knowledge -- as the Chairman said --
5 unprecedented where a County has literally paid 100 percent of
6 all the costs. Now, the district manages all these employees,
7 through Ms. Mathis, and runs it, and exercises authority over
8 those employees, but has not contributed previously. And it
9 would be -- it would seem like it would be penalizing the
10 County for their previous effort.

11 But we're very careful, as Chairman
12 McDonald said, to limit any funding to a specific amount, and
13 then only if available, so if there's other PSAP priorities --
14 even that amount is not given. And the amount that was
15 specified was picked so that it would not be more than
16 33 percent. Because we're aware of several other districts
17 where the Board has approved rate increases where they were
18 assuming one-third -- or in the smaller counties even a
19 greater share of those costs. And I could cite, you know,
20 several examples. I don't need to, you're aware of that, just
21 from your history.

22 MEMBER BILBREY: How many other cities
23 or entities do you serve beside the county population?

24 MR. McDONALD: One.

25 MEMBER BILBREY: Who is that?

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 MR. McDONALD: The City of
2 Shelbyville.

3 MEMBER BILBREY: Why do they not
4 participate? Why aren't they paying part of the employees'
5 compensation?

6 MR. McDONALD: That's a topic of
7 discussion that's been ongoing for some time, but in recent
8 months has escalated in that we have a different
9 administration that's looking a little more favorably in
10 that direction.

11 MEMBER BILBREY: You, in reality, are
12 serving those -- how many people -- on a comparative basis,
13 how many people are in Shelbyville and how many are in the
14 county?

15 MR. McDONALD: It's about 50/50.

16 MEMBER BILBREY: Well, I don't want to
17 say anything improper, but it looks to me like there's 50
18 percent of it not being paid for.

19 CHAIR PORTER: Remember, Charles,
20 Shelbyville has its own dispatch.

21 MEMBER BILBREY: It does have its own?
22 Then that takes care of it.

23 It looks like -- back to what they're
24 supporting. And if that's true, then we get back to that same
25 question.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 MEMBER LOWRY: They don't dispatch the
2 calls.

3 CHAIR PORTER: What?

4 MEMBER LOWRY: It has its own
5 dispatch, but it doesn't dispatch its calls.

6 CHAIR PORTER: Well, it does, except
7 for the original call. When they give them the original
8 call -- 911 does that, but then they take it from that point
9 forward. It's kind of an odd situation there, too, isn't it.

10 MEMBER BEEHAN: I'm backing Charles to
11 the point about are we increasing fees here to allow the
12 County a break or whatever, and I can't tell that.

13 MEMBER BILBREY: I think we are by
14 allowing them to lessen or lower their participation for us to
15 give you a payment there. And our rules are in place. We
16 either have got to change something here or give them an
17 exception, or whatever. Then we've got to look to the future,
18 at all the situations.

19 MEMBER BEEHAN: From the document
20 here, I can't tell if that's the case or not.

21 MR. McDONALD: If I might add, I think
22 your observations are correct. Where I see us in trouble is
23 if we're -- if we don't have an opportunity to support that,
24 the County can find a way to reduce the amount of money they
25 allocate to us. And, you know, it's kind of a chicken or the

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 egg situation. If they reduce their funding, we're going to
2 have to make it up with some other method. And I'm not sure
3 exactly how best to do that and still operate the center the
4 way it needs to be.

5 MEMBER BILBREY: Is that other funding
6 that you're talking about included in the agreement? Is it
7 stated anywhere as to what their funding is, in the agreement?

8 MR. McDONALD: No, sir. No, sir.

9 MEMBER BILBREY: So it's something
10 that's sort of unwritten.

11 MR. McDONALD: And again, they can
12 approve a budget or not approve a budget, as we submit it to
13 them for that portion. And if they reduce the funding, then
14 we're left with either reducing staff or coming up with it.

15 MEMBER BILBREY: What if you don't get
16 the increase, what happens?

17 MR. McDONALD: Well, I think we're
18 just at status quo, and the financial statement projections
19 show that we won't be in a good financial position in five
20 years.

21 MR. MAHN: Mr. Chairman, one thing --
22 maybe the Mayor's question gets to this -- you know, if the
23 district had taken and made this appropriation from the
24 65 cents and \$2, there would be no question. The Board is
25 looking at it as if this additional amount is somehow separate

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 from that. It would be allowable under the 65 and \$2
2 scenario. We could have presented to you, perhaps -- I think
3 it would have been misleading -- a financial projection that
4 basically showed the 75- coming from the money we already
5 have, and then this, basically, going to replace those costs.
6 You see what I mean? It's all the same.

7 MEMBER BILBREY: No. If you show that
8 you weren't paying for those employees, and all of sudden you
9 pick up all of those employees, somebody is going to have --
10 somebody has got to answer that question, where's the funding
11 coming from or where was it.

12 MR. MAHN: I would agree with you.

13 Mr. Chairman, if I might respond
14 there.

15 It's all landline revenue. And the
16 character of it -- it shouldn't be characterized different
17 whether it comes from the top tier, that you approve, or the
18 lower tier that the district controls. And I think your
19 policy in that regard -- by approving this, would be
20 consistent.

21 Because you do allow it. And I can
22 give you very specific examples where you've exactly allowed
23 this. In fact, one of the districts that I was accompanying
24 here earlier contributes 90 percent of the cost. It's a very
25 financially troubled district. And some are 65. One of the

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 Cumberland counties, one of Randy's neighbors -- the
2 Chairman's neighbor pays 65 percent of their landline revenue
3 towards these costs. Larger counties pay a third. I know
4 Cumberland, Bradley -- a third has been approved. And that's
5 all they're asking for, is similar treatment.

6 And I don't think it's inconsistent,
7 though, for the Board, in your policy, when you look at it,
8 you know, separate, you do a different half for wireless money
9 and another one for landline money. But when you're looking
10 at the landline money, it would seem that what a district can
11 do with the 65 cents and \$2 -- had we not even come, we could
12 have done this, if we were able to afford it -- shouldn't be
13 held against us as we try to go to the large amounts.

14 I don't know if that's helpful --

15 MEMBER BILBREY: No --

16 MR. MAHN: -- but I'm trying -- I do
17 think there's consistency.

18 MEMBER BILBREY: No, I'm looking at a
19 decrease in participation, Mike, bottom line.

20 MR. MAHN: Well, okay.

21 Mr. Chairman, I just think the County
22 is getting penalized unfairly here.

23 MEMBER BEEHAN: I would like to see us
24 postpone this to the next meeting and have some of these
25 questions answered. Charles raises good points. I have a

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 concern about the participation. I don't know if that's
2 appropriate or not.

3 MEMBER BILBREY: If we have done that
4 before, I didn't notice it or see it. I don't think that's
5 ever -- just done that. Maybe we have and we didn't notice
6 it.

7 Don, do you remember any cases like
8 that?

9 MR. JOHNSON: I don't recall.

10 MEMBER BILBREY: I think we would have
11 caught it.

12 CHAIR PORTER: Well, Charles, we've
13 never had a case before where the County was paying all of it,
14 that the district was paying nothing.

15 MEMBER BILBREY: -- and then decrease,
16 you know. I don't think we allow it. We said specifically
17 there's no decrease in participation.

18 MEMBER BEEHAN: I know we've turned
19 some down --

20 MEMBER BILBREY: Yes, we have.

21 CHAIR PORTER: No, we've haven't
22 denied any district their increase. Everyone has been
23 approved.

24 MEMBER BILBREY: We had to change
25 their request. The intent was they were going to lower the

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 participation and replace it with it, and we said absolutely
2 not, and it was changed.

3 CHAIR PORTER: We have set
4 requirements back on them that said they had to keep the same
5 participation. We've done that. But we haven't denied
6 anyone.

7 MEMBER BEEHAN: And I can't tell. I
8 can't tell what we're really supposed to be doing here. I
9 would like to make a motion to postpone this until the next
10 meeting and we get the answers to that question.

11 CHAIR PORTER: I have a motion we
12 postpone it to the next meeting. Do I have a second?

13 MEMBER BILBREY: Second.

14 CHAIR PORTER: Is there discussion?
15 (Pause)

16 CHAIR PORTER: Hearing none, all in
17 favor of the motion say "aye."

18 THE BOARD: Aye.

19 CHAIR PORTER: All opposed, like sign.
20 (Pause)

21 CHAIR PORTER: Motion carried.

22 So what do we want -- between now and
23 the next meeting, what do we want Staff to do?

24 MEMBER BILBREY: We want somebody to
25 look at the situation and see what we really mean when we say

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 "participation." We need a legal, I guess, interpretation of
2 where we stand on it. Because we may look at that again in
3 the future here. We've got to have some guidelines. Because
4 this is probably not the only time it's going to happen.
5 Participation is very broad. Again, it may not just be
6 employees; it may be other funding, other money, and so forth,
7 that's not written in an agreement anywhere that they could
8 very subtly do things. We need some answers.

9 MS. REED: The policy currently says
10 that the local governmental entity will not decrease its
11 "contribution" to the ECD --

12 MEMBER BILBREY: That's the same
13 thing.

14 MS. REED: -- below the maximum
15 amount. It's not "participation." It truly is a dollar
16 amount. What they're "contributing."

17 MEMBER BILBREY: You don't think their
18 payroll is a contribution?

19 MS. REED: Oh, I think it is.

20 MEMBER BILBREY: I think it is, too.

21 MS. REED: I think it is.

22 The policy does allow this board to --
23 that's not an affirm rule that would make it that you would
24 have to deny the rate increase. Under the policy it says that
25 it's an evidentiary consideration. But it's still an

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 important consideration, and I think, you know, we can get
2 more information from you -- I mean, for you about what the
3 County is planning.

4 MEMBER BEEHAN: I know the communities
5 are strapped for funds. And this is one way to replace some
6 funds. It can be. I don't know that it is. And that's the
7 issue that we're talking about.

8 CHAIR PORTER: I don't disagree, but I
9 have a real problem with 911 not paying anything, like they
10 have done for the past couple of years. I don't think that's
11 right either. So I think we've got to look at this. I didn't
12 know there was any districts in the state that wasn't paying
13 any part of it, but, evidently, we found one.

14 MEMBER BEEHAN: Well, the revenues
15 from 911 are paying something.

16 MR. McDONALD: All 911 revenue comes
17 in to the 911 center and we pay all of our own expenses. The
18 only deviation from that, the County pays the entire salary,
19 with the exception of the director, and we reimburse that
20 amount of money to the County from 911 funds.

21 CHAIR PORTER: Okay.

22 MS. QUESTELL: Can I just ask one
23 thing? It's not going to decide anything for you-all, but I
24 just want people to think about this. The law requires the
25 districts to either direct dispatch, relay, or transfer. The

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 district is, by law, to do one of those things -- to choose to
2 do one of those things. And Polk has chosen to dispatch.

3 What it has done, though -- to my
4 understanding, what it has done, though, is -- through an
5 interlocal agreement -- broadened its operation -- which the
6 law supports and encourages. By law, that's the word they use
7 in it; to have interlocal cooperation; to do it hand-in-hand
8 with another governmental partner. And that's what they've
9 done.

10 So I just want to state that -- for
11 the record, that the district was required to chose one of
12 those methods. They did. And they're doing it as they're
13 encouraged, by law, by working with the County.

14 MR. McDONALD: And, Mr. Chairman, if
15 I might close.

16 I just would hope that the Board would
17 not penalize us for having -- not had a shared financial
18 agreement up to this point and the fact that we're now up here
19 requesting it after this regulation has been imposed.

20 Thank you very much.

21 CHAIR PORTER: Thank you for coming.
22 And we'll put you on the next agenda. Staff will work up
23 legal and some more data to have for the board members at the
24 next meeting.

25 Is there any other business that needs

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 to come before the Board?

2 David.

3 You're not on the agenda. We normally
4 don't --

5 MR. GLEASON: If we could go back to
6 Hancock County --

7 CHAIR PORTER: You've worked it out
8 and it's taken care of?

9 MR. GLEASON: No. No. I couldn't let
10 it go, that "BellSouth won't do it." Because we -- first of
11 all, we would love to enlist the Board to have a solution for
12 Hancock County and Scott Telephone customers. And BellSouth
13 has work diligently with Staff to come up with solutions.

14 Under current restrictions that we are
15 under, crossing this river is not what we could do under the
16 FCC regulations. So we would welcome if they could be eased
17 and come up with a way --

18 MS. QUESTELL: David, I've read
19 that -- in certain publications -- that some carriers have
20 filed petitions to the FCC for exceptions to the Latta
21 boundaries. Would you-all be willing to do that?

22 MR. GLEASON: If you'll write
23 something up, I'll take it back to our regulatory people.
24 We're more than happy to work with you. It's not that we
25 won't, we just think it would be outside our -- what we're

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 allowed to do at this point in time.

2 CHAIR PORTER: There's a way to fix
3 that, if you-all had been willing to do it. And from what
4 we've understood so far, you-all weren't willing to do that.

5 MR. GLEASON: Staff can give us that,
6 and I'll take it to our regulatory folks, and we'll do what we
7 can.

8 MS. QUESTELL: Thank you, David. We
9 appreciate it.

10 CHAIR PORTER: Any other action items?

11 MEMBER LOWRY: We need to start to
12 encourage -- I mean, the next meeting or whenever, are we
13 going to renew the GIS grants, the 10,000? I think they're
14 getting ready to expire soon.

15 MS. QUESTELL: I think they expire in
16 2008.

17 CHAIR PORTER: We need to talk about
18 the next meeting date. How does -- we're not sure if we'll
19 have enough agenda items to have a meeting in June, but we're
20 looking at June the 22nd. About the 29th, that's real close
21 to the Fourth of July weekend. So is June 22nd acceptable?
22 Thursday, June 22nd.

23 And then the next date that we look at
24 is August 17th or the 24th. And our goal would be: If we
25 don't have a board meeting in June, then we would have a board

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 meeting in August.

2 (Pause)

3 CHAIR PORTER: One says yes, one say
4 no. What about other folks?

5 (Pause)

6 CHAIR PORTER: Well, let's see if we
7 meet in June, first. We'll hold onto them, then. We'll see
8 how businesses folds up between now and June and we'll decide
9 on the next meeting.

10 Ladies and gentlemen, we did very
11 well, I think, to get done at this early hour, and I
12 appreciate everybody's --

13 MEMBER VICKERS: Motion to adjourn.

14 CHAIR PORTER: Did I hear a motion?
15 Do I have a second?

16 MEMBER RICH: Second.

17 CHAIR PORTER: Motion and second we
18 adjourn. Everybody have a safe trip home.

19 (End of the proceedings.)

20

21

22

23

24

25

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 ERRATA PAGE

2 Page/Line Change

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19 I, _____, have read the

20 foregoing transcript and hereby affix my signature that same is

21 true and correct, except as noted above.

22

23

24 _____

25

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382

1 REPORTER'S CERTIFICATE

2

3 STATE OF TENNESSEE)

COUNTY OF SUMNER)

4

5 I, Denise Harwood-Stacy, court reporter and
6 notary public in and for the State of Tennessee,

7 DO HEREBY CERTIFY that the foregoing transcript
8 of the proceedings were taken at the time and place set forth
9 in the caption thereof; that the proceedings were
10 stenographically reported by me in machine shorthand; and the
11 foregoing proceedings constitute a true and correct transcript
12 of said proceedings to the best of my ability.

13 I FURTHER CERTIFY that I am not related to any
14 of the parties named herein, nor their counsel, and have no
15 interest, financial or otherwise, in the outcome or events of
16 these proceedings.

17 IN WITNESS WHEREOF, I have hereunto affixed my
18 official signature and seal of office this the 12th day of
19 June, 2006.

20

21

22

23 Denise Harwood-Stacy, Notary Public
State of Tennessee at Large

24

25 My Commission Expires: March 3rd, 2007.

Cannon & Stacy
Court Reporters
Denise Harwood-Stacy - (615)822-9382